Workforce Services

First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.
Cells displayed show the number of incidents resolved on first contact during the reporting period.

Top Number - Total Incidents
Bottom Number - First Contact Resolution

Customer Company	High	Low	Medium	FCR Total
Workforce Services	8	1,763	20	1,791
	0	694	3	697
Customer Company Total	8	1,763	20	1,791
	0	694	3	697

DTS Enterprise Incident Report

As of 2/1/2011

Workforce Services

Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and
Critical within 30 clock minutes.
Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

Top Number - Total Incidents
Bottom Number - Missed Inital Response

Customer Company	High	Low	Medium	MIR Total
Workforce Services	8 1	1,763 196	20 3	1,791 200
Customer Company Total	8 1	1,763 196	20 3	1,791 200

DTS Enterprise Incident Report

As of 2/1/2011

Workforce Services

Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards .
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and
Critical within 30 clock hour minutes.
Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Top Number - Total Incidents
Bottom Number -Average time in hours

Customer Company	High	Low	Medium	ATTIR Total
Workforce Services	8	1,763	20	1,791
	0.35	11.08	73.10	11.73
Customer Company Total	8	1,763	20	1,791
	0.35	11.08	73.10	11.73

DTS Enterprise Incident Report

As of 2/1/2011

Workforce Services

Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards .
Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and
Critical within 2 clock hours.
Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

Top Number - Total Incidents
Bottom Number - Missed Resolution

Customer Company	High	Low	Medium	MR Total
Workforce Services	8 2	1,763 121	20 3	1,791 126
Customer Company Total	8 2	1,763 121	20 3	1,791 126

DTS Enterprise Incident Report

As of 2/1/2011

Workforce Services

Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .
Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and
Critical within 2 clock hours.
Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

	Top Number - Total Incidents Bottom Number - Average time in hours			
Customer Company	**High**	**Low**	**Medium**	**ATTR Total**
Workforce Services	8 23.21	1,762 22.32	20 98.83	1,790 23.00
Customer Company Total	8 23.21	1,762 22.32	20 98.83	1,790 23.00

Workforce Services

Detail

INC000000102364	Kathryn Murdock	Application	Error	Public Assistance Case Manage	TIR Missed: Yes	TIR:	1758.00
Application Support - EREP IA	Cindy Layton	Workforce Services	Low	Closed	TTR Missed: No	TTR:	810.66
INC000000102396	Trudy Ellis	Application	Error	Public Assistance Case Manage	TIR Missed: Yes	TIR:	1757.72
Application Support - EREP IA	Cindy Layton	Workforce Services	Low	Closed	TTR Missed: No	TTR:	810.36
INC000000102474	Julie Allen	Application	Error	Public Assistance Case Manage	TIR Missed: Yes	TIR:	1756.89
Application Support - EREP IA	Cindy Layton	Workforce Services	Low	Closed	TTR Missed: No	TTR:	809.52
INC000000120225	Laurie Parkin	Application	Password	None		TIR Missed: Yes	TIR:	1553.29
Application Support - EREP IA	Cindy Layton	Workforce Services	Low	Closed	TTR Missed: No	TTR:	593.10
INC000000125766	Cynthia Barlow	Application	Reporting	None		TIR Missed: Yes	TIR:	1491.23
Application Support - EREP Databa	Cindy Layton	Workforce Services	Low	Closed	TTR Missed: No	TTR:	530.99
INC000000128857	Cliftia Johnson	Application	Error	DWS Capture		TIR Missed: Yes	TIR:	1457.85
Application Support - Content Mana	Kent Rimmasch	Workforce Services	Medium	Closed	TTR Missed: Yes	TTR:	1457.85
INC000000132580	Terrie Bouck	Application	Error	DateReporter		TIR Missed: Yes	TIR:	1413.41
Application Support - EREP Databa	Cindy Layton	Workforce Services	Low	Closed	TTR Missed: No	TTR:	453.14
INC000000153300	Zenaida Martinez	None	None	None		TIR Missed: Yes	TIR:	3.18
Application Support - EREP IA	Jennifer Maynes	Workforce Services	Low	Closed	TTR Missed: No	TTR:	206.75
INC000000153920	Leslie Minaya	Application	Error	Public Assistance Case Manage	TIR Missed: Yes	TIR:	157.35
Application Support - EREP IA	Jennifer Maynes	Workforce Services	Low	Closed	TTR Missed: No	TTR:	200.45
INC000000154865	Karen Guymon	None	None	None		TIR Missed: Yes	TIR:	116.88
Application Support - EREP IA	Jennifer Maynes	Workforce Services	Low	Closed	TTR Missed: No	TTR:	189.28
INC000000156644	Jana Kano	Application	Error	Public Assistance Case Manage	TIR Missed: Yes	TIR:	124.12
Application Support - EREP IA	Jennifer Maynes	Workforce Services	Low	Closed	TTR Missed: No	TTR:	167.22
INC000000157157	Celia Ferrell	Application	Error	DWS Web		TIR Missed: Yes	TIR:	118.30
Application Support - EREP IA	Jennifer Maynes	Workforce Services	Low	Closed	TTR Missed: No	TTR:	161.39
INC000000162383	Lucretia McQueen	Application	Error	DWS Web		TIR Missed: Yes	TIR:	17.55
Application Support - EREP IA	Jennifer Maynes	Workforce Services	Low	Closed	TTR Missed: No	TTR:	89.75
INC000000162738	Tonya Grant	Application	Error	None		TIR Missed: Yes	TIR:	12.82
Application Support - EREP IA	Jennifer Maynes	Workforce Services	Low	Closed	TTR Missed: No	TTR:	85.25
INC000000162798	Jenine Wood	Application	Error	None		TIR Missed: Yes	TIR:	12.05
Application Support - EREP IA	Jennifer Maynes	Workforce Services	Low	Closed	TTR Missed: No	TTR:	84.47
INC000000163044	Lien Ly	Application	Error	None		TIR Missed: Yes	TIR:	7.28
Application Support - EREP IA	Jennifer Maynes	Workforce Services	Low	Closed	TTR Missed: No	TTR:	81.01

Workforce Services

INC000000166155	Joseph Oneil	Application	Error	None		TIR Missed: Yes	TIR:	3.51
Application Support - EREP IA	Jennifer Maynes	Workforce Services	Low	Closed	TTR Missed: No	TTR:	41.52
INC000000166334	Tammy Bennett	Application	Error	None		TIR Missed: No	TIR:	0.68
Application Support - EREP IA	Jennifer Maynes	Workforce Services	Low	Closed	TTR Missed: No	TTR:	39.87
INC000000166687	Jeudi Chav	Application	Error	Utah Electronic Resource and E	TIR Missed: No	TIR:	0.18
Application Support - EREP IA	Jennifer Maynes	Workforce Services	Low	Closed	TTR Missed: No	TTR:	34.90
INC000000167639	Carin Williams	Application	Reporting	Utah Electronic Resource and E	TIR Missed: Yes	TIR:	983.92
Application Support - EREP Databa	Cindy Layton	Workforce Services	Low	Closed	TTR Missed: No	TTR:	23.62
INC000000172896	Laura Beckstrand	Application	Error	Utah Electronic Resource and E	TIR Missed: Yes	TIR:	45.08
Application Support - EREP IA	Jennifer Maynes	Workforce Services	Low	Closed	TTR Missed: Yes	TTR:	914.08
INC000000174594	Jeff Dart	Application	Error	Utah Electronic Resource and E	TIR Missed: Yes	TIR:	25.63
Application Support - EREP IA	Jennifer Maynes	Workforce Services	Low	Closed	TTR Missed: Yes	TTR:	894.63
INC000000174994	Ashley Davis	Application	Error	Utah Electronic Resource and E	TIR Missed: Yes	TIR:	20.87
Application Support - EREP IA	Jennifer Maynes	Workforce Services	Low	Closed	TTR Missed: Yes	TTR:	889.87
INC000000175965	Lani Dick	Application	Error	Utah Electronic Resource and E	TIR Missed: Yes	TIR:	7.76
Application Support - EREP IA	Jennifer Maynes	Workforce Services	Low	Closed	TTR Missed: Yes	TTR:	876.76
INC000000176486	Tamera Smith	Application	Error	Utah Electronic Resource and E	TIR Missed: No	TIR:	0.86
Application Support - EREP IA	Jennifer Maynes	Workforce Services	Low	Closed	TTR Missed: Yes	TTR:	869.86
INC000000176902	Lea Betty	Application	Error	Utah Electronic Resource and E	TIR Missed: Yes	TIR:	134.32
Application Support - EREP IA	Jennifer Maynes	Workforce Services	Low	Closed	TTR Missed: Yes	TTR:	866.89
INC000000177507	Kim Raddon	Application	Error	Utah Electronic Resource and E	TIR Missed: Yes	TIR:	134.19
Application Support - EREP IA	Jennifer Maynes	Workforce Services	Low	Closed	TTR Missed: Yes	TTR:	860.19
INC000000177894	Candace Hunter	Application	Error	Utah Electronic Resource and E	TIR Missed: Yes	TIR:	129.62
Application Support - EREP IA	Jennifer Maynes	Workforce Services	Low	Closed	TTR Missed: Yes	TTR:	855.62
INC000000178656	Jennika Sheldon	Application	Error	None		TIR Missed: Yes	TIR:	121.00
Application Support - EREP IA	Jennifer Maynes	Workforce Services	Low	Closed	TTR Missed: Yes	TTR:	847.00
INC000000179122	Helen Hadad	Application	Error	None		TIR Missed: Yes	TIR:	115.39
Application Support - EREP IA	Jennifer Maynes	Workforce Services	Low	Closed	TTR Missed: Yes	TTR:	841.39
INC000000179416	Marianne Turner	Application	Error	Utah Electronic Resource and E	TIR Missed: Yes	TIR:	110.94
Application Support - EREP IA	Jennifer Maynes	Workforce Services	Low	Closed	TTR Missed: Yes	TTR:	836.94
INC000000179575	Dixie Baughman	Application	Error	Utah Electronic Resource and E	TIR Missed: Yes	TIR:	108.95
Application Support - EREP IA	Jennifer Maynes	Workforce Services	Low	Closed	TTR Missed: Yes	TTR:	834.95
INC000000179784	Selma Meono	Application	Error	Utah Electronic Resource and E	TIR Missed: Yes	TIR:	106.31
Application Support - EREP IA	Jennifer Maynes	Workforce Services	Low	Closed	TTR Missed: Yes	TTR:	832.31

Workforce Services

INC000000180212	Jonathan Parrish	Application	Reporting	Utah Electronic Resource and E	TIR Missed:	Yes	TIR:	825.34
	Application Support - EREP IA	Jennifer Maynes	Workforce Services	Low	Closed	TTR Missed:	Yes	TTR:	825.34
INC000000180721	Traci Knight	Application	Error	Utah Electronic Resource and E	TIR Missed:	Yes	TIR:	95.87
	Application Support - EREP IA	Jennifer Maynes	Workforce Services	Low	Closed	TTR Missed:	Yes	TTR:	821.87
INC000000181388	Shane Kendell	Application	Error	Public Assistance Case Manage	TIR Missed:	Yes	TIR:	89.40
	Application Support - EREP IA	Jennifer Maynes	Workforce Services	Low	Closed	TTR Missed:	Yes	TTR:	815.40
INC000000181808	Doris Robinson	Application	Error	Utah Electronic Resource and E	TIR Missed:	Yes	TIR:	83.87
	Application Support - EREP IA	Jennifer Maynes	Workforce Services	Low	Closed	TTR Missed:	Yes	TTR:	809.87
INC000000183851	Wes Woolstenhulme	Application	Error	Utah Electronic Resource and E	TIR Missed:	Yes	TIR:	59.21
	Application Support - EREP IA	Jennifer Maynes	Workforce Services	Low	Closed	TTR Missed:	Yes	TTR:	785.21
INC000000183987	Jenine Wood	Application	Error	Utah Electronic Resource and E	TIR Missed:	Yes	TIR:	57.64
	Application Support - EREP IA	Jennifer Maynes	Workforce Services	Low	Closed	TTR Missed:	Yes	TTR:	783.64
INC000000185845	Joanna Smith	Application	Error	Utah Electronic Resource and E	TIR Missed:	Yes	TIR:	37.61
	Application Support - EREP IA	Jennifer Maynes	Workforce Services	Low	Closed	TTR Missed:	Yes	TTR:	763.61
INC000000186079	Meagan Wilson	Application	Error	Content Manager	TIR Missed:	No	TIR:	0.61
	Application Support - EREP IA	Jennifer Maynes	Workforce Services	Low	Closed	TTR Missed:	Yes	TTR:	760.39
INC000000186946	Trish West	Application	Error	Utah Electronic Resource and E	TIR Missed:	Yes	TIR:	25.34
	Application Support - EREP IA	Jennifer Maynes	Workforce Services	Low	Closed	TTR Missed:	Yes	TTR:	751.34
INC000000187651	Weston Miller	Application	Error	Utah Electronic Resource and E	TIR Missed:	Yes	TIR:	19.82
	Application Support - EREP IA	Jennifer Maynes	Workforce Services	Low	Closed	TTR Missed:	Yes	TTR:	745.82
INC000000188227	Brittney Hemingway	Application	Error	Utah Electronic Resource and E	TIR Missed:	Yes	TIR:	12.41
	Application Support - EREP IA	Jennifer Maynes	Workforce Services	Low	Closed	TTR Missed:	Yes	TTR:	738.41
INC000000188409	Ashley Baker	Application	Error	Utah Electronic Resource and E	TIR Missed:	Yes	TIR:	10.43
	Application Support - EREP IA	Jennifer Maynes	Workforce Services	Low	Closed	TTR Missed:	Yes	TTR:	736.43
INC000000188584	Leigha Rodak	Application	Error	Utah Electronic Resource and E	TIR Missed:	Yes	TIR:	8.93
	Application Support - EREP IA	Jennifer Maynes	Workforce Services	Low	Closed	TTR Missed:	Yes	TTR:	734.93
INC000000189315	Trish West	Application	Error	Utah Electronic Resource and E	TIR Missed:	Yes	TIR:	1.34
	Application Support - EREP IA	Jennifer Maynes	Workforce Services	Low	Closed	TTR Missed:	Yes	TTR:	727.34
INC000000189748	Lisa Roman	Application	Error	Utah Electronic Resource and E	TIR Missed:	Yes	TIR:	22.39
	Application Support - EREP IA	None	Workforce Services	Low	Closed	TTR Missed:	Yes	TTR:	22.39
INC000000194515	Cami Sandoval	Application	Error	Utah Electronic Resource and E	TIR Missed:	Yes	TIR:	652.91
	Application Support - EREP IA	Cindy Layton	Workforce Services	Low	Closed	TTR Missed:	Yes	TTR:	652.91
INC000000196614	Trudy Ellis	Application	Error	Utah Electronic Resource and E	TIR Missed:	Yes	TIR:	625.29
	Application Support - EREP IA	Cindy Layton	Workforce Services	Low	Closed	TTR Missed:	Yes	TTR:	625.29

DTS Enterprise Incident Report

As of 2/1/2011

Workforce Services

INC000000196984	Connie Shearwood	Application	Error	DWS Intranet		TIR Missed: No	TIR:	0.79
Application Support - Web Dev	Chad Thompson	Workforce Services		Low	Resolved	TTR Missed: Yes	TTR:	687.10
INC000000198789	Donna Robles	Application	Error	eFIND/eSHARE		TIR Missed: Yes	TIR:	598.61
Application Support - EREP IA	Cindy Layton	Workforce Services		Low	Closed	TTR Missed: Yes	TTR:	598.61
INC000000199234	Lida Khoshal	Application	Error	Utah Electronic Resource and E		TIR Missed: Yes	TIR:	593.26
Application Support - EREP IA	Cindy Layton	Workforce Services		Low	Closed	TTR Missed: Yes	TTR:	593.26
INC000000201218	Kim Wilcox	Application	Error	Utah Electronic Resource and E		TIR Missed: No	TIR:	0.24
Application Support - EREP IA	Jennifer Maynes	Workforce Services		Low	Closed	TTR Missed: Yes	TTR:	587.32
INC000000203643	Mario Kljajo	Application	Error	Utah Electronic Resource and E		TIR Missed: Yes	TIR:	535.53
Application Support - EREP IA	Cindy Layton	Workforce Services		Low	Closed	TTR Missed: Yes	TTR:	535.53
INC000000203830	LaDawn McPherson	None	None	None		TIR Missed: Yes	TIR:	99.48
Application Support - PACMIS	Cindy Layton	Workforce Services		Low	Closed	TTR Missed: Yes	TTR:	532.42
INC000000203884	Darrin Jenson	None	None	None		TIR Missed: Yes	TIR:	531.43
Application Support - EREP IA	Cindy Layton	Workforce Services		Low	Closed	TTR Missed: Yes	TTR:	531.43
INC000000205065	Lisa C Peterson	Application	Error	None		TIR Missed: Yes	TIR:	516.93
Application Support - EREP IA	Cindy Layton	Workforce Services		Low	Closed	TTR Missed: Yes	TTR:	516.93
INC000000205197	Kari L Allen	Application	Error	None		TIR Missed: No	TIR:	0.00
Application Support - EREP IA	None	Workforce Services		Low	Closed	TTR Missed: No	TTR:	
INC000000205318	Shari Elliott	Application	Error	None		TIR Missed: No	TIR:	0.00
Application Support - EREP IA	None	Workforce Services		Low	Closed	TTR Missed: No	TTR:	
INC000000209223	Dana Parke	Application	Error	Utah Electronic Resource and E		TIR Missed: Yes	TIR:	1.67
Application Support - EREP IA	Jennifer Maynes	Workforce Services		Low	Closed	TTR Missed: Yes	TTR:	481.46
INC000000213445	Debbie Garretson	Application	Error	Utah Electronic Resource and E		TIR Missed: Yes	TIR:	418.59
Application Support - EREP IA	Cindy Layton	Workforce Services		Low	Closed	TTR Missed: Yes	TTR:	418.59
INC000000219837	Kelsey Garner	Application	Error	Public Assistance Case Manage		TIR Missed: Yes	TIR:	288.95
Application Support - PACMIS	Debbie Campbell	Workforce Services		Low	Closed	TTR Missed: Yes	TTR:	288.95
INC000000223575	Dusty Burchett	Application	Error	Utah Electronic Resource and E		TIR Missed: No	TIR:	0.00
Application Support - EREP IA	Cindy Layton	Workforce Services		Low	Closed	TTR Missed: Yes	TTR:	300.22
INC000000226245	Eddie Richmond	Application	None	Contributions Automated Tax Sy		TIR Missed: No	TIR:	0.29
Application Support - CATS IV	Janice Folsom	Workforce Services		Low	Closed	TTR Missed: Yes	TTR:	244.27
INC000000227734	Robert Birkinshaw	Application	Error	Content Manager - Centralized		TIR Missed: No	TIR:	0.00
Metro A Desktop Support	Wayne Higgs	Workforce Services		Low	Resolved	TTR Missed: No	TTR:	0.68
INC000000227915	Ashley Baker	Application	Error	None		TIR Missed: No	TIR:	0.26
Application Support - EREP IA	Cindy Layton	Workforce Services		Low	Closed	TTR Missed: Yes	TTR:	243.92

Workforce Services

INC000000229067	Diane Pfeifer	Network	None	None		TIR Missed:	Yes	TIR:	1.15
Metro A Desktop Support	Mike Beynon	Workforce Services	Low	Resolved		TTR Missed:	No	TTR:	1.15
INC000000230858	Patti Sellers	None	None	Utah Works		TIR Missed:	No	TIR:	0.00
Rural Central Desktop Support	Troy Morris	Workforce Services	Low	Closed		TTR Missed:	No	TTR:	1.36
INC000000230969	Esther Lopez	Application	Error	Utah Electronic Resource and E		TIR Missed:	Yes	TIR:	202.08
Application Support - EREP IA	Cindy Layton	Workforce Services	Low	Closed		TTR Missed:	Yes	TTR:	202.08
INC000000231835	Annette Schvaneveldt	Application	Error	Utah Electronic Resource and E		TIR Missed:	No	TIR:	0.00
Application Support - EREP IA	Jennifer Maynes	Workforce Services	Low	Closed		TTR Missed:	Yes	TTR:	198.00
INC000000231972	Roseanna Bills	None	None	None		TIR Missed:	No	TIR:	0.00
Metro A Desktop Support	Rodney Austin	Workforce Services	Low	Closed		TTR Missed:	No	TTR:	0.04
INC000000232606	Gerald Gappmayer	PC/Laptop	Error	None		TIR Missed:	Yes	TIR:	1.46
Rural South Desktop Support	Meladye Shively	Workforce Services	Low	Closed		TTR Missed:	No	TTR:	1.46
INC000000233589	Brad Anderson	PC/Laptop	Hardware	None		TIR Missed:	No	TIR:	0.00
Rural Central Desktop Support	Jay Barfuss	Workforce Services	Low	Closed		TTR Missed:	No	TTR:	0.06
INC000000234718	Rebecca Williams	PC/Laptop	Error	None		TIR Missed:	No	TIR:	0.16
Metro A Desktop Support	Rodney Austin	Workforce Services	Low	Closed		TTR Missed:	No	TTR:	0.18
INC000000234952	Scott A Stephens	Application	None	None		TIR Missed:	Yes	TIR:	73.10
Application Support - DBA	Douglas Larsen	Workforce Services	Low	Closed		TTR Missed:	Yes	TTR:	73.10
INC000000235306	Dorothy Hall	Wireless Connectivity	Error	None		TIR Missed:	Yes	TIR:	1.30
Metro A Desktop Support	Robert Wall	Workforce Services	Low	Closed		TTR Missed:	Yes	TTR:	6.02
INC000000235595	Marilyn Fischer	Application	Reporting	None		TIR Missed:	No	TIR:	0.46
Metro A Desktop Support	Wayne Higgs	Workforce Services	Low	Closed		TTR Missed:	No	TTR:	1.58
INC000000236477	Daisy Baker	Application	Error	DWS Web		TIR Missed:	No	TIR:	0.22
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed		TTR Missed:	Yes	TTR:	24.70
INC000000236555	Fran Cannard	Telecom	Call/Receive	None		TIR Missed:	No	TIR:	0.19
Voice Operations	Pete Gall	Workforce Services	Low	Closed		TTR Missed:	No	TTR:	0.65
INC000000237730	Robert Birkinshaw	Application	Error	Utah Electronic Resource and E		TIR Missed:	No	TIR:	0.05
Application Support - Content Mana	Nate Olson	Workforce Services	Low	Resolved		TTR Missed:	No	TTR:	1.62
INC000000237773	Danette Groesbeck	Telecom	IP	Telephone		TIR Missed:	No	TIR:	0.62
Voice Operations	Gail Christiansen	Workforce Services	Low	Closed		TTR Missed:	Yes	TTR:	11.21
INC000000237856	Joshua Hawkins	Remote Connectivity	Performance	Microsoft Terminal Server Client		TIR Missed:	No	TIR:	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed		TTR Missed:	No	TTR:	
INC000000238126	Dana Parke	Application	Error	Content Manager		TIR Missed:	No	TIR:	0.00
Rural Central Desktop Support	Paul Petersen	Workforce Services	Low	Closed		TTR Missed:	No	TTR:	1.08

Workforce Services

INC000000238275	Katie Hanway	Telecom	Dial Tone	Telephone		TIR Missed: No	TIR:	0.14
	Voice Operations	Annette Nielsen	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.14
INC000000238416	Kathleen Leiker	PC/Laptop	Error	None		TIR Missed: No	TIR:	0.47
	Metro D North Desktop Support	Don Higgs	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.47
INC000000238655	William Greer	PC/Laptop	Hardware	None		TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Rodney Austin	Workforce Services	Low	Closed	TTR Missed: No	TTR:	3.61
INC000000238667	Jefferson Barrett	Application	Error	Utah Electronic Resource and E		TIR Missed: No	TIR:	0.00
	Application Support - Content Mana	Nate Olson	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	
INC000000238802	Gary Newren	Application	Error	None		TIR Missed: Yes	TIR:	1.08
	Metro A Desktop Support	Mike Wilde	Workforce Services	Low	Closed	TTR Missed: Yes	TTR:	7.92
INC000000239308	Suellen Michel	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.00
	Rural South Desktop Support	Scott Jesienouski	Workforce Services	Low	Closed	TTR Missed: No	TTR:	3.40
INC000000239385	Kim Hathaway	Application	Error	Public Assistance Case Manage		TIR Missed: Yes	TIR:	9.02
	Application Support - PACMIS	Debbie Campbell	Workforce Services	Low	Closed	TTR Missed: Yes	TTR:	9.02
INC000000239632	Charles Owens	Application	Error	None		TIR Missed: No	TIR:	0.00
	Application Support - EFIND	Anhkim Le	Workforce Services	Medium	Closed	TTR Missed: No	TTR:	0.00
INC000000239635	Nikki Cox	Application	Error	PGP		TIR Missed: No	TIR:	0.00
	Help Desk	James Stearns	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000239636	Denise Clegg	Application	Error	None		TIR Missed: No	TIR:	0.00
	Application Support - EFIND	None	Workforce Services	Medium	Closed	TTR Missed: No	TTR:	
INC000000239640	Lisa C Peterson	Application	Error	None		TIR Missed: No	TIR:	0.00
	Application Support - EFIND	None	Workforce Services	Medium	Closed	TTR Missed: No	TTR:	
INC000000239642	Vickie Olsen	Application	Error	None		TIR Missed: No	TIR:	0.00
	Application Support - EFIND	None	Workforce Services	Medium	Closed	TTR Missed: No	TTR:	
INC000000239643	Cynthia Bedore	Network	Password	None		TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Paul Petersen	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000239644	Pat Palmieri	Network	Error	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.00
	Metro B Help Desk	Janet Hongsyvilay	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000239645	Jeff Godfrey	Application	Reporting	Utah Electronic Resource and E		TIR Missed: No	TIR:	0.00
	Application Support - EREP IA	Cindy Layton	Workforce Services	Low	Closed	TTR Missed: Yes	TTR:	55.64
INC000000239646	Pamela Heal	Network	Error	None		TIR Missed: No	TIR:	0.00
	Help Desk	Brenda Treadway	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000239652	Charlie Phim	Application	Error	Cisco AnyConnect VPN Client		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00

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Workforce Services

INC000000239653	Kathy Martinez	Remote Connectivity	Performance	None		TIR Missed:	No	TIR:	0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed		TTR Missed:	No	TTR:	0.00
INC000000239655	Laurie Ulibarri	PC/Laptop	Error	Microsoft Windows XP Professic		TIR Missed:	No	TIR:	0.00
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed		TTR Missed:	No	TTR:	0.00
INC000000239656	Michael W Hansen	PC/Laptop	Error	Novell Client for 32-bit Windows		TIR Missed:	No	TIR:	0.00
Metro A Desktop Support	Wayne Higgs	Workforce Services	Low	Closed		TTR Missed:	No	TTR:	0.00
INC000000239668	Michelle W Christensen	Network	Password	Novell Client for 32-bit Windows		TIR Missed:	No	TIR:	0.00
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed		TTR Missed:	No	TTR:	0.00
INC000000239670	Michelle W Christensen	Network	Performance	None		TIR Missed:	No	TIR:	0.00
Rural Central Desktop Support	Paul Petersen	Workforce Services	Low	Closed		TTR Missed:	No	TTR:	0.00
INC000000239673	Karen Pearce	Application	Error	Mozilla Firefox		TIR Missed:	No	TIR:	0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed		TTR Missed:	No	TTR:	0.00
INC000000239678	Candace Rockwell	Print/Copy/Scan/Fax	Queue	None		TIR Missed:	No	TIR:	0.00
Help Desk	Brenda Treadway	Workforce Services	Low	Closed		TTR Missed:	No	TTR:	0.00
INC000000239680	Cynthia Bedore	Network	Password	Novell Client for 32-bit Windows		TIR Missed:	No	TIR:	0.00
Rural Central Desktop Support	Paul Petersen	Workforce Services	Low	Closed		TTR Missed:	No	TTR:	0.00
INC000000239682	Sara Stoffers	PC/Laptop	Hardware	None		TIR Missed:	No	TIR:	0.00
Metro A Desktop Support	Rodney Austin	Workforce Services	Low	Closed		TTR Missed:	No	TTR:	0.00
INC000000239699	Rebecca D Anderson	Network	Password	Novell Client for 32-bit Windows		TIR Missed:	No	TIR:	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed		TTR Missed:	No	TTR:	0.00
INC000000239711	Siupeli Vainuku	Telecom	Voice Mail	None		TIR Missed:	No	TIR:	0.00
Voice Operations	Annette Nielsen	Workforce Services	Low	Closed		TTR Missed:	No	TTR:	0.00
INC000000239714	Karen Quackenbush	None	None	None		TIR Missed:	No	TIR:	0.00
Strategic Communications	Dennis Rogers	Workforce Services	Low	Closed		TTR Missed:	No	TTR:	0.00
INC000000239716	Ashley Baker	Application	Error	Content Manager		TIR Missed:	No	TIR:	0.00
Application Support - Content Mana	Nate Olson	Workforce Services	Low	Closed		TTR Missed:	No	TTR:	0.00
INC000000239718	Suellen Michel	PC/Laptop	Error	None		TIR Missed:	No	TIR:	0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed		TTR Missed:	No	TTR:	0.00
INC000000239740	Estefana Gutierrez	Network	Password	Novell Client for 32-bit Windows		TIR Missed:	No	TIR:	0.00
Metro A Desktop Support	Mike Wilde	Workforce Services	Low	Closed		TTR Missed:	No	TTR:	0.04
INC000000239742	Patti Sellers	Application	Error	Utah Works		TIR Missed:	No	TIR:	0.00
Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed		TTR Missed:	No	TTR:	0.00
INC000000239745	Anita Kramer	Application	Error	None		TIR Missed:	No	TIR:	0.00
Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed		TTR Missed:	No	TTR:	0.00

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Workforce Services

INC000000239748	Darren Rogers	Telecom	IP	Avaya CentreVu Supervisor	TIR Missed:	No	TIR:	0.00
Voice Operations	Britany Finlay	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000239749	Marilyn Larsen	Application	None	None	TIR Missed:	No	TIR:	0.00
Rural Central Desktop Support	Colin Bodkin	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000239762	Amber Stevens	Application	Password	PGP	TIR Missed:	No	TIR:	0.00
Rural South Desktop Support	Ryan Bennett	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000239777	Issa Moursal	Application	Error	Computerized Unemployment B	TIR Missed:	No	TIR:	0.00
Metro A Desktop Support	Rodney Austin	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000239782	Candace Rockwell	Network	Password	Novell Client for 32-bit Windows	TIR Missed:	No	TIR:	0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000239792	Becky Thacker	PC/Laptop	Hardware	None	TIR Missed:	No	TIR:	0.00
Rural Central Desktop Support	Colin Bodkin	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000239799	Shane Young	Application	Error	PGP	TIR Missed:	No	TIR:	0.00
Help Desk	Vicky Marrelli	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000239809	Tracy Harris-Belnap	Application	Error	Utah Works	TIR Missed:	No	TIR:	0.00
Metro A Desktop Support	Rodney Austin	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000239813	Kaye Price	Application	Password	Kofax ImageControls	TIR Missed:	No	TIR:	0.00
Metro A Desktop Support	Mike Beynon	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000239817	Bryan Kessinger	Network	None	None	TIR Missed:	No	TIR:	0.00
Rural Central Desktop Support	Paul Petersen	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000239829	Cindy Bertagnolli	None	None	None	TIR Missed:	No	TIR:	0.00
Metro A Desktop Support	Mike Beynon	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000239830	Jason Tolbert	Application	Error	Internet Explorer	TIR Missed:	No	TIR:	0.00
Rural Central Desktop Support	Jay Barfuss	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000239835	Steven Coray	Application	Error	Utah Works	TIR Missed:	No	TIR:	0.00
Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000239839	James Borrowman	Application	Error	PGP	TIR Missed:	No	TIR:	0.00
Application Services	Ken Wheeler	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000239851	Darren Rogers	Telecom	Voice Mail	Telephone	TIR Missed:	No	TIR:	0.00
Voice Operations	Annette Nielsen	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000239852	Bryan Kessinger	Application	Error	Novell GroupWise	TIR Missed:	No	TIR:	0.00
Rural Central Desktop Support	Paul Petersen	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000239858	Connie I Fowler	None	None	Novell Client for 32-bit Windows	TIR Missed:	No	TIR:	0.00
Metro D North Desktop Support	Ruston McKay	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	

Workforce Services

INC000000239874	Toni Sierra	Network	Incident	None		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000239876	Brian Thatcher	None	None	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.00
	Metro D North Desktop Support	Ruston McKay	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000239879	Edina Cesko-Wilson	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000239880	Marilyn Draper	None	None	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.00
	Metro D North Desktop Support	Ruston McKay	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000239884	Sheila Belnap	None	None	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.00
	Metro D North Desktop Support	Ruston McKay	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000239885	Michael Hanley	None	None	None		TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000239887	Brenda Duvall	None	None	None		TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000239888	Jennifer Galloway	None	None	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.00
	Metro D North Desktop Support	Ruston McKay	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000239903	Debbie Sparks	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000239918	Lorri Economy	Network	Performance	None		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Medium	Closed	TTR Missed: No	TTR:	0.00
INC000000239923	Kevin Burt	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000239927	Rachel Gehring	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	TIR:	0.00
	Metro B Help Desk	Val Shepherd	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000239930	Lisa Weinmuller	Remote Connectivity	Performance	Microsoft Terminal Server Client		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000239938	Shelley Esplin	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000239940	Rene Meza	PC/Laptop	Hardware	None		TIR Missed: No	TIR:	0.00
	Metro D North Desktop Support	Don Higgs	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000239946	Michelle Viertel	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000239948	Ryan Betts	Print/Copy/Scan/Fax	None	None		TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Paul Petersen	Workforce Services	Low	Closed	TTR Missed: No	TTR:	

Workforce Services

INC000000239963	Roberta Ivankovich	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	TIR:	0.00
	Help Desk	Brenda Treadway	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000239985	Karen Thomas	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000239986	Rebecca Banner	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000239993	Marta Polanco	Application	Error	None		TIR Missed: No	TIR:	0.00
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000239998	Sandy L Jensen	PC/Laptop	Hardware	None		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000240051	Bryan Kessinger	Application	Error	Novell GroupWise		TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000240054	Jamie Escobia	Application	Error	ZENworks for Desktops		TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000240058	Dustin Townsend	Application	Error	Microsoft Windows XP Professic		TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000240070	Teresa Meyer	Application	Error	ZENworks for Desktops		TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000240073	Todd Jorgensen	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000240087	Lyndie Degraw	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000240097	Kate Besendorfer	Application	Password	None		TIR Missed: No	TIR:	0.00
	Security	Sharon Smith	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000240102	Jennifer Domenici	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Rodney Austin	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000240108	Ryan Betts	Print/Copy/Scan/Fax	None	None		TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Paul Petersen	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000240113	Son Chau	Application	Error	ZENworks for Desktops		TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000240119	Loraine Martin	Application	Error	Utah Works		TIR Missed: No	TIR:	0.00
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000240131	Joe Edman	Network	Incident	Utah Master Directory		TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00

Workforce Services

INC000000240136	Dave Herrera	None	None	None			TIR Missed: No	TIR: 0.00
Operations Production Control	Duane Hardy	Workforce Services	Low	Closed			TTR Missed: No	TTR: 0.00
INC000000240137	Ronda Kelly	None	None	None			TIR Missed: No	TIR: 0.00
Operations Production Control	Christie Burnham	Workforce Services	Low	Closed			TTR Missed: No	TTR: 0.00
INC000000240139	Chris Williams	None	None	None			TIR Missed: No	TIR: 0.00
Operations Production Control	Christie Burnham	Workforce Services	Low	Closed			TTR Missed: No	TTR: 0.00
INC000000240141	Karla Aguirre	None	None	None			TIR Missed: No	TIR: 0.00
Operations Production Control	Christie Burnham	Workforce Services	Low	Closed			TTR Missed: No	TTR: 0.00
INC000000240158	Karen Hess	Network	Password	Novell Client for 32-bit Windows			TIR Missed: No	TIR: 0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed			TTR Missed: No	TTR: 0.00
INC000000240164	Judy Kearns	Network	Password	Novell Client for 32-bit Windows			TIR Missed: No	TIR: 0.00
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed			TTR Missed: No	TTR: 0.00
INC000000240168	Mary Pannunzio	None	None	None			TIR Missed: No	TIR: 0.00
Operations Production Control	Christie Burnham	Workforce Services	Low	Closed			TTR Missed: No	TTR: 0.00
INC000000240170	Steve Olsen	Application	Error	None			TIR Missed: No	TIR: 0.00
Metro A Desktop Support	Rodney Austin	Workforce Services	Low	Closed			TTR Missed: Yes	TTR: 6.27
INC000000240172	Helen Thatcher	Print/Copy/Scan/Fax	Incident	None			TIR Missed: No	TIR: 0.00
Metro A Desktop Support	Rodney Austin	Workforce Services	Low	Closed			TTR Missed: No	TTR: 0.00
INC000000240174	Wayne Fillmore	None	None	None			TIR Missed: No	TIR: 0.00
Operations Production Control	Christie Burnham	Workforce Services	Low	Closed			TTR Missed: No	TTR: 0.00
INC000000240178	Gaylene Pebley	None	None	None			TIR Missed: No	TIR: 0.00
Operations Production Control	Christie Burnham	Workforce Services	Low	Closed			TTR Missed: No	TTR: 0.00
INC000000240228	LaDawn McPherson	PC/Laptop	Error	Novell Client for 32-bit Windows			TIR Missed: No	TIR: 0.00
Metro A Desktop Support	Wayne Higgs	Workforce Services	Low	Closed			TTR Missed: No	TTR: 0.00
INC000000240232	Wayne Fillmore	None	None	None			TIR Missed: No	TIR: 0.00
Operations Production Control	Christie Burnham	Workforce Services	Low	Closed			TTR Missed: No	TTR: 0.00
INC000000240234	Stephanie Trappett	Application	Error	Content Manager - Centralized			TIR Missed: No	TIR: 0.00
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed			TTR Missed: No	TTR: 0.00
INC000000240234	Stephanie Trappett	Application	Error	Content Manager - Centralized			TIR Missed: No	TIR: 0.00
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed			TTR Missed: No	TTR: 0.00
INC000000240238	Koral Vasquez	None	None	None			TIR Missed: No	TIR: 0.00
Operations Production Control	Christie Burnham	Workforce Services	Low	Closed			TTR Missed: No	TTR: 0.00
INC000000240250	Rebecca D Anderson	Print/Copy/Scan/Fax	Incident	None			TIR Missed: No	TIR: 0.00
Metro A Desktop Support	Rodney Austin	Workforce Services	Low	Closed			TTR Missed: No	TTR: 0.00

Workforce Services

INC000000240257	Brent Fife	None	None	None		TIR Missed: No	TIR:	0.00
Operations Production Control	Christie Burnham	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000240259	Kristi Manseau	None	None	None		TIR Missed: No	TIR:	0.00
Operations Production Control	Christie Burnham	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000240267	Cathy Bell	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000240270	Debbie Garretson	None	None	None		TIR Missed: No	TIR:	0.00
Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000240280	Michael McCluskey	Telecom	Voice Mail	None		TIR Missed: No	TIR:	0.00
Voice Operations	Annette Nielsen	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000240293	Jenny Barrow	None	None	None		TIR Missed: No	TIR:	0.00
Voice Operations	Pete Gall	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000240308	Doyle Bender	Application	Error	None		TIR Missed: No	TIR:	0.00
Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000240314	Gary Newren	Application	Error	Utah Works		TIR Missed: No	TIR:	0.00
Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000240333	Linda Lundberg	Telecom	IP	None		TIR Missed: No	TIR:	0.00
Help Desk	Vicky Marrelli	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000240336	Andrea Sutton	None	None	None		TIR Missed: No	TIR:	0.00
Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000240350	Mandy Petersen	Application	Error	Utah Works		TIR Missed: No	TIR:	0.00
Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000240361	Norman Nakamura	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000240362	Weston Miller	Telecom	Voice Mail	None		TIR Missed: No	TIR:	0.00
Help Desk	Vicky Marrelli	Workforce Services	Low	Closed		TTR Missed: No	TTR:	
INC000000240375	Stephanie Trappett	Application	Error	eFIND/eSHARE		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000240398	Cameron J Warner	Application	Reporting	Citrix ICA Client		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000240403	Pat Palmieri	Application	Error	eFIND/eSHARE		TIR Missed: No	TIR:	0.00
Application Support - EFIND	Trent Ady	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000240408	Jessica Ankenbauer	Telecom	Voice Mail	None		TIR Missed: No	TIR:	0.00
Voice Operations	Annette Nielsen	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.00

Workforce Services

INC000000240422	Karla Aguirre	None	None	None	TIR Missed: No	TIR: 0.00
Metro A Desktop Support	Rodney Austin	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000240423	Marilyn Fischer	Application	Error	Utah Electronic Resource and E	TIR Missed: No	TIR: 0.00
Metro A Desktop Support	Wayne Higgs	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.01
INC000000240428	Gary Newren	Application	Error	Utah Works	TIR Missed: No	TIR: 0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000240470	Gerald Gappmayer	Telecom	IP	Avaya CentreVu Supervisor	TIR Missed: No	TIR: 0.00
Voice Operations	Pete Gall	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000240482	Lynn Thomas	None	None	None	TIR Missed: No	TIR: 0.00
Metro A Desktop Support	Robert Wall	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000240503	Gaylinn Frandsen	PC/Laptop	Error	None	TIR Missed: No	TIR: 0.00
Rural Central Desktop Support	Colin Bodkin	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.14
INC000000240506	Tim Mugridge	Application	Error	Content Manager	TIR Missed: No	TIR: 0.00
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000240531	Ed Enemegio	Application	Password	Utah Master Directory	TIR Missed: No	TIR: 0.00
Help Desk	Brenda Treadway	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000240534	Tim Olson	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR: 0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000240535	Debbie Sheldon	Application	Password	Novell Messenger	TIR Missed: No	TIR: 0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000240550	Judy Kearns	Application	Error	Utah Works	TIR Missed: No	TIR: 0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000240561	Amantia Kempton	None	None	None	TIR Missed: No	TIR: 0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000240615	Arlene Beckstead	Application	None	Utah Master Directory	TIR Missed: Yes	TIR: 77.00
Capitol Hosting	Curtis Parker	Workforce Services	Low	Closed	TTR Missed: Yes	TTR: 77.00
INC000000240640	Peggy Barton	PC/Laptop	Password	None	TIR Missed: No	TIR: 0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.09
INC000000240653	Cathy Maynard	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	TIR: 0.00
Help Desk	Brenda Treadway	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000240672	Stephanie Trappett	Application	Error	Utah Works Web Site	TIR Missed: No	TIR: 0.00
Metro D North Desktop Support	Kim Ratushniak	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.52
INC000000240678	Susan M White	Application	Password	Novell GroupWise	TIR Missed: No	TIR: 0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.07

Workforce Services

INC000000240681	Brenda Duvall	None	None	None		TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000240688	Courtney Rushton	Remote Connectivity	Performance	Microsoft Terminal Server Client		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR:	
INC000000240692	Debbie Stavros	Application	Error	Mozilla Firefox		TIR Missed: No	TIR:	0.08
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.08
INC000000240699	Stanley Russell	PC/Laptop	Hardware	None		TIR Missed: Yes	TIR:	2.06
	Metro D North Desktop Support	Neil Smedley	Workforce Services	Low	Closed	TTR Missed: No	TTR:	4.87
INC000000240702	Amantia Kempton	Application	Error	Utah Works		TIR Missed: Yes	TIR:	1.13
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed	TTR Missed: No	TTR:	1.13
INC000000240706	Jeri Uresk	Application	Error	Utah Works		TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Colin Bodkin	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.23
INC000000240708	Bret Lucas	Application	Error	Business Intelligence Tool		TIR Missed: No	TIR:	0.40
	Application Support - Data Warehou	Trent Ady	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.40
INC000000240733	David Anthony	Application	Error	Utah Works		TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Jeremy Standifird	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.33
INC000000240735	Estefana Gutierrez	Application	Error	Utah Master Directory		TIR Missed: No	TIR:	0.18
	Capitol Hosting	Curtis Parker	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.18
INC000000240739	Sherilyn Olsen	Application	Password	Utah Works		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.39
INC000000240751	Doris Adams	Application	None	Content Manager		TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Paul Petersen	Workforce Services	Low	Closed	TTR Missed: No	TTR:	2.00
INC000000240764	June Conn-Solomon	None	None	None		TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000240775	Wayne Fillmore	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000240776	Jolene Costigan	Network	Password	Microsoft Windows XP Professi		TIR Missed: No	TIR:	0.00
	Rural South Desktop Support	Doug Chaston	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000240804	Jackie Christensen	Application	Error	Utah Works		TIR Missed: No	TIR:	0.51
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.51
INC000000240812	Jennifer Lee Nelson	PC/Laptop	Hardware	None		TIR Missed: No	TIR:	0.02
	Metro A Desktop Support	Mike Beynon	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.03
INC000000240814	Wayne Fillmore	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00

Workforce Services

INC000000240817	Kristen Floyd	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000240821	Koral Vasquez	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000240832	Weston Miller	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000240837	Cindy Adams	Telecom	Call/Receive	None		TIR Missed: No	TIR:	0.08
	Voice Operations	Pete Gall	Workforce Services	High	Closed	TTR Missed: No	TTR:	0.21
INC000000240838	Lane Anderson	Application	Error	Adobe Reader		TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Jeremy Standifird	Workforce Services	Low	Closed	TTR Missed: No	TTR:	1.01
INC000000240839	Bill Goodwin	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000240842	Samuel Hendricksen	Application	Error	Utah Works		TIR Missed: No	TIR:	0.19
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.19
INC000000240847	Lynette Baker	Application	Error	Utah Works		TIR Missed: Yes	TIR:	13.86
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed	TTR Missed: Yes	TTR:	13.86
INC000000240855	Leslie Shortt	None	None	None		TIR Missed: No	TIR:	0.00
	Campus Networking	David Sedei	Workforce Services	Low	Closed	TTR Missed: No	TTR:	1.54
INC000000240861	Yvonne Krause	Application	Reporting	Utah Works		TIR Missed: Yes	TIR:	1.34
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed	TTR Missed: No	TTR:	1.34
INC000000240884	Lindsey Mattinson	Application	Error	Utah Works		TIR Missed: Yes	TIR:	13.25
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed	TTR Missed: Yes	TTR:	13.25
INC000000240893	Shelly Ivie	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000240895	Clayton Toone	Application	Error	Adobe Reader		TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Jay Barfuss	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.08
INC000000240902	Connie T Roberts	Application	Reporting	Content Manager		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR:	
INC000000240907	Earlene Page	Remote Connectivity	Error	Cisco AnyConnect VPN Client		TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Colin Bodkin	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.43
INC000000240924	Diane Pfeifer	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000240943	James E Hill	Application	Password	Kofax ImageControls		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.96

Workforce Services

| INC000000240944 | Becky Thacker | Application | Password | Content Manager | TIR Missed: | No | TIR: | 0.00 |
| | Metro A Help Desk | Liz Evans | Workforce Services | Low | Closed | TTR Missed: | No | TTR: | 0.00 |

| INC000000240945 | James E Hill | Application | Error | Novell Messenger | TIR Missed: | No | TIR: | 0.00 |
| | Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | Closed | TTR Missed: | No | TTR: | 0.03 |

| INC000000240957 | Estefana Gutierrez | Application | Error | Content Manager | TIR Missed: | No | TIR: | 0.00 |
| | Metro A Help Desk | Liz Evans | Workforce Services | Low | Closed | TTR Missed: | No | TTR: | 0.66 |

| INC000000240964 | Tricia Cox | None | None | None | TIR Missed: | No | TIR: | 0.00 |
| | Operations Production Control | Christie Burnham | Workforce Services | Low | Closed | TTR Missed: | No | TTR: | 0.00 |

| INC000000240968 | Trudi B Nelson | Application | Password | Utah Works | TIR Missed: | No | TIR: | 0.00 |
| | Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | Closed | TTR Missed: | No | TTR: | 0.31 |

| INC000000240969 | Estefana Gutierrez | Network | Password | Novell Client for 32-bit Windows | TIR Missed: | No | TIR: | 0.00 |
| | Metro A Help Desk | Ed Conrad | Workforce Services | Low | Closed | TTR Missed: | No | TTR: | 0.00 |

| INC000000240976 | Toni C Ansel | Application | Error | Novell GroupWise | TIR Missed: | No | TIR: | 0.00 |
| | Rural Central Desktop Support | Colin Bodkin | Workforce Services | Low | Closed | TTR Missed: | No | TTR: | 0.71 |

| INC000000240985 | Lori Jacobazzi | Remote Connectivity | Performance | None | TIR Missed: | No | TIR: | 0.00 |
| | Network Operations | Dave Bodily | Workforce Services | Low | Closed | TTR Missed: | Yes | TTR: | 9.66 |

| INC000000241002 | Kim Auberger | None | None | None | TIR Missed: | No | TIR: | 0.00 |
| | Operations Production Control | Christie Burnham | Workforce Services | Low | Closed | TTR Missed: | No | TTR: | 0.00 |

| INC000000241030 | Devin Patrick | Wireless Connectivity | Error | None | TIR Missed: | No | TIR: | 0.00 |
| | Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | Closed | TTR Missed: | No | TTR: | 0.00 |

| INC000000241035 | Roseanna Bills | None | None | None | TIR Missed: | No | TIR: | 0.00 |
| | Metro A Desktop Support | Rodney Austin | Workforce Services | Low | Closed | TTR Missed: | No | TTR: | 0.07 |

| INC000000241055 | Kim Dinh-Nguyen | PC/Laptop | Error | None | TIR Missed: | No | TIR: | 0.02 |
| | Metro A Desktop Support | Rodney Austin | Workforce Services | Low | Closed | TTR Missed: | No | TTR: | 4.42 |

| INC000000241095 | Brian Young | Application | Error | None | TIR Missed: | No | TIR: | 0.00 |
| | Application Support - Web Dev | Dave Clark | Workforce Services | Low | Closed | TTR Missed: | No | TTR: | 0.66 |

| INC000000241113 | Ginger Humphrey | Remote Connectivity | Error | None | TIR Missed: | No | TIR: | 0.91 |
| | Metro A Desktop Support | Tracy VanderVaart | Workforce Services | Low | Closed | TTR Missed: | No | TTR: | 1.96 |

| INC000000241117 | Marilyn Fisher | Network | Password | Novell Client for 32-bit Windows | TIR Missed: | No | TIR: | 0.00 |
| | Metro A Help Desk | Liz Evans | Workforce Services | Low | Closed | TTR Missed: | No | TTR: | 0.00 |

| INC000000241127 | Martha Jensen | Application | Error | Content Manager | TIR Missed: | No | TIR: | 0.00 |
| | Metro A Desktop Support | Mike Wilde | Workforce Services | Low | Closed | TTR Missed: | No | TTR: | 0.00 |

| INC000000241128 | Edina Cesko-Wilson | Application | Error | Business Intelligence Tool | TIR Missed: | No | TIR: | 0.80 |
| | Application Support - Data Warehou | Trent Ady | Workforce Services | Low | Closed | TTR Missed: | No | TTR: | 0.80 |

Workforce Services

Incident	Name	Type	Category	Item			TIR Missed		TIR
INC000000241143	Gary C Williams	Application	Error	None			TIR Missed: No	TIR:	0.10
	Metro A Hosting	Keith Scholl	Workforce Services		Low	Closed	TTR Missed: No	TTR:	0.15
INC000000241149	Denise Sorensen	Application	Error	Novell GroupWise			TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services		Low	Closed	TTR Missed: No	TTR:	0.03
INC000000241164	Jared Henricksen	PC/Laptop	Hardware	Microsoft Windows 7			TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services		Low	Closed	TTR Missed: No	TTR:	0.10
INC000000241168	Jan Hunt	Network	Password	Microsoft Windows XP Professi			TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services		Low	Closed	TTR Missed: No	TTR:	0.05
INC000000241170	Barbara R Peterson	None	None	None			TIR Missed: No	TIR:	0.25
	Application Support - Content Man:	Nate Olson	Workforce Services		Low	Closed	TTR Missed: No	TTR:	0.72
INC000000241173	Yvette Woodland	PC/Laptop	Performance	None			TIR Missed: Yes	TIR:	3.18
	Metro A Desktop Support	Rodney Austin	Workforce Services		Low	Closed	TTR Missed: No	TTR:	5.65
INC000000241175	Noelle Bradford	Application	Password	Novell Messenger			TIR Missed: Yes	TIR:	5.88
	Capitol Hosting	Curtis Parker	Workforce Services		Low	Closed	TTR Missed: No	TTR:	5.88
INC000000241181	Nazanin Nourmohammadi	Application	Error	eFIND/eSHARE			TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services		Low	Closed	TTR Missed: No	TTR:	0.15
INC000000241190	Chad Charlesworth	None	None	Novell Client for 32-bit Windows			TIR Missed: No	TIR:	0.00
	Metro D North Desktop Support	Ruston McKay	Workforce Services		Low	Closed	TTR Missed: No	TTR:	3.07
INC000000241194	Maria Hernandez	None	None	Novell Client for 32-bit Windows			TIR Missed: No	TIR:	0.00
	Metro D North Desktop Support	Ruston McKay	Workforce Services		Low	Closed	TTR Missed: No	TTR:	2.97
INC000000241195	David Baldwin	None	None	ZENworks for Desktops			TIR Missed: No	TIR:	0.00
	Metro D North Desktop Support	Ruston McKay	Workforce Services		Low	Closed	TTR Missed: No	TTR:	2.95
INC000000241200	Dana Martinez	PC/Laptop	Hardware	None			TIR Missed: No	TIR:	0.57
	Metro A Desktop Support	Rodney Austin	Workforce Services		Low	Closed	TTR Missed: No	TTR:	1.35
INC000000241225	Lindsey Mattinson	None	None	None			TIR Missed: Yes	TIR:	10.10
	Application Support - UWORKS	Eric Strong	Workforce Services		Low	Closed	TTR Missed: Yes	TTR:	10.10
INC000000241227	Kristen Bingham	Application	Error	Content Manager			TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services		Low	Closed	TTR Missed: No	TTR:	0.03
INC000000241236	John Olson	Application	Error	Novell GroupWise 32-bit Windov			TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services		Low	Closed	TTR Missed: No	TTR:	2.18
INC000000241246	Lynda R Myore	Network	Password	Novell Client for 32-bit Windows			TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services		Low	Closed	TTR Missed: No	TTR:	1.09
INC000000241262	Tricia Mecham	None	None	Novell Client for 32-bit Windows			TIR Missed: No	TIR:	0.00
	Metro D North Desktop Support	Ruston McKay	Workforce Services		Low	Closed	TTR Missed: No	TTR:	2.13

Workforce Services

INC000000241269	Mary Pannunzio	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000241284	Carolyn Rowland	Application	Error	Content Manager		TIR Missed: No	TIR:	0.28
	Metro A Desktop Support	Wayne Higgs	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.31
INC000000241299	Marta Polanco	Application	Error	Utah Works		TIR Missed: Yes	TIR:	9.30
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed	TTR Missed: Yes	TTR:	9.30
INC000000241300	Tala'ave Lakin	Application	Error	Novell GroupWise		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.46
INC000000241302	Regina Vail	Application	Password	eFIND/eSHARE		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.04
INC000000241318	Sev Kubota	Application	Password	eFIND/eSHARE		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.17
INC000000241327	Lindsey Mattinson	Application	Error	Utah Works		TIR Missed: Yes	TIR:	8.78
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed	TTR Missed: Yes	TTR:	8.78
INC000000241335	Tamera Smith	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	TIR:	0.00
	Metro D North Desktop Support	Kim Ratushniak	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.30
INC000000241336	Jonathan Parrish	Application	Error	Mozilla Firefox		TIR Missed: No	TIR:	0.00
	Metro D North Desktop Support	Kim Ratushniak	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.27
INC000000241338	Lindsey Mattinson	Application	Error	Utah Works		TIR Missed: Yes	TIR:	8.68
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed	TTR Missed: Yes	TTR:	8.68
INC000000241347	Lindsey Mattinson	Application	Error	Utah Works		TIR Missed: Yes	TIR:	8.57
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed	TTR Missed: Yes	TTR:	8.57
INC000000241357	Kathy Hintze	Application	Password	Utah Master Directory		TIR Missed: No	TIR:	0.16
	Help Desk	Brenda Treadway	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.18
INC000000241360	Loraine Martin	None	None	None		TIR Missed: Yes	TIR:	8.42
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed	TTR Missed: Yes	TTR:	8.42
INC000000241364	Tricia Mecham	PC/Laptop	Performance	Content Manager		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR:	1.60
INC000000241397	Debbie Torres	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	TIR:	0.00
	Metro D Help Desk	Doug Brown	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000241407	Stacy Eastman	Application	Error	Utah Electronic Resource and E	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.07
INC000000241418	Michelle Slaughter	PC/Laptop	Performance	None		TIR Missed: No	TIR:	0.82
	Rural South Desktop Support	Lane Adams	Workforce Services	Low	Closed	TTR Missed: Yes	TTR:	6.26

Workforce Services

INC000000241450	Samantha Moseley	Application	Error	Utah Works Web Site	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.14
INC000000241499	Geri Gamber	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	TIR:	0.00
	Rural South Desktop Support	Lane Adams	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000241548	Katherine Abel	PC/Laptop	Error	Microsoft Windows XP Professi(	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.17
INC000000241555	Bradley Salmond	Application	Reporting	Novell GroupWise	TIR Missed: No	TIR:	0.13
	Metro A Desktop Support	Rodney Austin	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.72
INC000000241574	Muris Prses	Application	Password	Content Manager	TIR Missed: No	TIR:	0.68
	Operations Production Control	Duane Hardy	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.87
INC000000241621	Terry MacFarlane	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000241624	Renee Crayton	Network	None	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.00
	Metro B Help Desk	Janet Hongsyvilay	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000241643	Linda Lundberg	Application	Error	Utah Electronic Resource and E	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.14
INC000000241660	Estefana Gutierrez	Remote Connectivity	Password	Microsoft Terminal Server Client	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000241665	Lois Jones	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000241668	Anel Martinez	Application	Error	Computerized Unemployment B	TIR Missed: No	TIR:	0.17
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.51
INC000000241695	Shauna Heil	Application	Error	Novell GroupWise 32-bit Windo\	TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed	TTR Missed: No	TTR:	1.07
INC000000241697	Delana White	Application	Error	Utah Electronic Resource and E	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000241708	Christopher Myers	Application	Error	None	TIR Missed: Yes	TIR:	6.41
	Application Support - CATS IV	Janice Folsom	Workforce Services	Low	Closed	TTR Missed: Yes	TTR:	23.86
INC000000241711	Christopher Myers	None	None	None	TIR Missed: Yes	TIR:	6.00
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Closed	TTR Missed: Yes	TTR:	6.16
INC000000241712	James Stavros	Application	Password	Microsoft Windows XP Professi(	TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Jeremy Standifird	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000241722	Jefferson McClellan	Application	Password	Novell Messenger	TIR Missed: No	TIR:	0.00
	Help Desk	Brenda Treadway	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.03

Workforce Services

INC000000241738	Pamela Surakhun	Telecom	Voice Mail	Telephone		TIR Missed: No	TIR:	0.19
Voice Operations		Annette Nielsen	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.24
INC000000241745	Leslie Judd	None	None	Microsoft Windows XP Professic		TIR Missed: No	TIR:	0.00
Rural Central Desktop Support		Troy Morris	Workforce Services	Low	Closed	TTR Missed: No	TTR:	2.88
INC000000241749	Gordon Snow	None	None	None		TIR Missed: No	TIR:	0.00
Operations Production Control		Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000241751	LeAnn Muranaka	None	None	None		TIR Missed: No	TIR:	0.00
Operations Production Control		Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000241755	Kevin Burt	None	None	None		TIR Missed: No	TIR:	0.00
Operations Production Control		Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000241759	Jasmina Baxter	None	None	None		TIR Missed: No	TIR:	0.00
Operations Production Control		Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000241760	Katie Hanway	None	None	None		TIR Missed: No	TIR:	0.00
Operations Production Control		Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000241765	Pamela Werner	None	None	None		TIR Missed: No	TIR:	0.00
Operations Production Control		Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000241769	John Davenport	None	None	None		TIR Missed: No	TIR:	0.00
Metro A Help Desk		Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.07
INC000000241781	Jonathan Lozon	Application	Error	State Payroll Time Entry System		TIR Missed: No	TIR:	0.00
Metro A Help Desk		Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.47
INC000000241786	Shane Ross	Application	Error	Utah Works		TIR Missed: No	TIR:	0.00
Rural Central Desktop Support		Jeremy Standifird	Workforce Services	Low	Closed	TTR Missed: No	TTR:	5.47
INC000000241816	Gloria Archuletta	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.00
Metro A Help Desk		Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000241860	Alice Edman	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.00
Metro A Help Desk		Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000241873	Yvette Woodland	None	None	None		TIR Missed: No	TIR:	0.00
Operations Production Control		Duane Hardy	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000241875	Dustin Townsend	Application	Error	PGP		TIR Missed: No	TIR:	0.00
Rural Central Desktop Support		Rod Montoya	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.07
INC000000241877	Scott Johnson	Application	Error	Microsoft Word		TIR Missed: No	TIR:	0.00
Rural Central Desktop Support		Rod Montoya	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.04
INC000000241886	Prisca Hegngi	Application	Error	Utah Works		TIR Missed: No	TIR:	0.00
Application Support - UWORKS		Jeff Pryor	Workforce Services	Low	Closed	TTR Missed: Yes	TTR:	13.95

Workforce Services

INC000000241896	Lincoln Hansen	Application	Error	Utah Master Directory	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.19
INC000000241924	Melodee Williams	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000241979	Candace Rockwell	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	TIR:	0.00
	Metro D Help Desk	Doug Brown	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000242044	Sharon Peake	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	TIR:	0.00
	Metro B Help Desk	Janet Hongsyvilay	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.02
INC000000242057	Clint Beebe	Server	None	None	TIR Missed: No	TIR:	0.60
	Metro A Hosting	Tom Carney	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.60
INC000000242064	John Olson	PC/Laptop	Virus	None	TIR Missed: Yes	TIR:	1.36
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Closed	TTR Missed: No	TTR:	1.59
INC000000242070	Brent Newren	None	None	None	TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000242072	Margo Weeks	Application	Error	Novell GroupWise	TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Jay Barfuss	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.09
INC000000242079	Felicia Kinder	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	TIR:	0.07
	Metro B Desktop Support	Gary Graham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.08
INC000000242092	Tami Huntington	Application	None	Content Manager	TIR Missed: No	TIR:	0.00
	Rural South Desktop Support	Lane Adams	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000242097	Cindy Bertagnolli	PC/Laptop	Error	None	TIR Missed: No	TIR:	0.02
	Metro A Desktop Support	Mike Beynon	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.03
INC000000242098	Steven Smith	Telecom	Voice Mail	Telephone	TIR Missed: No	TIR:	0.05
	Voice Operations	Annette Nielsen	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.08
INC000000242101	Diane Nielsen	Application	Error	Content Manager	TIR Missed: No	TIR:	0.29
	Application Support - Content Mana	Randall Ottesen	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.35
INC000000242127	Natalie Hendrickson	Telecom	Hardware	None	TIR Missed: No	TIR:	0.21
	Voice Operations	Kelly Johnson	Workforce Services	Low	Closed	TTR Missed: No	TTR:	1.16
INC000000242128	Frank Trivino	Application	Error	None	TIR Missed: Yes	TIR:	1.15
	Metro A Desktop Support	Nancy Hachmeister	Workforce Services	Low	Closed	TTR Missed: No	TTR:	1.15
INC000000242152	Mona Delgado	Application	Error	eFIND/eSHARE	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000242156	Michelle W Christensen	Telecom	None	None	TIR Missed: No	TIR:	0.39
	Voice Operations	Lois Schow	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.77

Workforce Services

INC000000242162	Paula Story	Application	Error	None		TIR Missed: Yes	TIR:	2.75
Application Support - UWORKS	Eric Strong	Workforce Services		Low	Closed	TTR Missed: No	TTR:	2.75
INC000000242181	Alan Holbrook	None	None	None		TIR Missed: No	TIR:	0.00
Metro D North Desktop Support	Ruston McKay	Workforce Services		Low	Closed	TTR Missed: No	TTR:	2.91
INC000000242188	Cathy Maynard	Application	Password	Novell Messenger		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Liz Evans	Workforce Services		Low	Closed	TTR Missed: No	TTR:	0.00
INC000000242189	JoAnne Jacobsen	None	None	None		TIR Missed: Yes	TIR:	2.34
Application Support - UWORKS	Eric Strong	Workforce Services		Low	Closed	TTR Missed: No	TTR:	2.34
INC000000242209	Tricia Matz-Underwood	Application	Password	None		TIR Missed: No	TIR:	0.94
Operations Production Control	Christie Burnham	Workforce Services		Low	Closed	TTR Missed: No	TTR:	0.94
INC000000242254	Kim Dinh-Nguyen	Network	Incident	Novell ConsoleOne		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services		Low	Closed	TTR Missed: No	TTR:	0.00
INC000000242259	Bonnie L Kelsey	Application	Password	DWS Intranet		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services		Low	Closed	TTR Missed: No	TTR:	0.19
INC000000242267	Devin Patrick	Network	Incident	Utah Master Directory		TIR Missed: Yes	TIR:	3.01
Capitol Hosting	Doug Law	Workforce Services		Low	Closed	TTR Missed: Yes	TTR:	7.97
INC000000242273	Connie Perez	Network	Incident	None		TIR Missed: No	TIR:	0.46
Metro A Desktop Support	Tracy VanderVaart	Workforce Services		Low	Closed	TTR Missed: No	TTR:	1.96
INC000000242274	Kevin Burt	None	None	None		TIR Missed: No	TIR:	0.00
Operations Production Control	Christie Burnham	Workforce Services		Low	Closed	TTR Missed: No	TTR:	0.00
INC000000242283	Toni C Ansel	None	None	None		TIR Missed: No	TIR:	0.00
Operations Production Control	Christie Burnham	Workforce Services		Low	Closed	TTR Missed: No	TTR:	0.00
INC000000242315	Koral Vasquez	None	None	None		TIR Missed: No	TIR:	0.00
Operations Production Control	Christie Burnham	Workforce Services		Low	Closed	TTR Missed: No	TTR:	0.00
INC000000242316	Sally J Critchlow	Print/Copy/Scan/Fax	Incident	DWS Capture		TIR Missed: No	TIR:	0.00
Application Support - Content Mana	Randall Ottesen	Workforce Services		Low	Closed	TTR Missed: No	TTR:	0.42
INC000000242318	Susana Rollins	Application	Error	eFIND/eSHARE		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Ed Conrad	Workforce Services		Low	Closed	TTR Missed: No	TTR:	0.61
INC000000242335	Gaylinn Frandsen	PC/Laptop	Hardware	None		TIR Missed: No	TIR:	0.00
Rural Central Desktop Support	Colin Bodkin	Workforce Services		Low	Closed	TTR Missed: No	TTR:	4.17
INC000000242336	Dale Ownby	None	None	None		TIR Missed: No	TIR:	0.00
Operations Production Control	Christie Burnham	Workforce Services		Low	Closed	TTR Missed: No	TTR:	0.00
INC000000242346	Penni Dehaan	Application	Error	Utah Works		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services		Low	Closed	TTR Missed: No	TTR:	0.00

Workforce Services

INC000000242347	Cory Olson	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	TIR:	0.00
Metro D North Desktop Support	Don Higgs	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000242357	Linda Harris	Application	Password	Novell GroupWise		TIR Missed: No	TIR:	0.15
Application Services	Tony Larsen	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.15
INC000000242365	Molly Wengreen	PC/Laptop	Hardware	None		TIR Missed: No	TIR:	0.00
Metro D North Desktop Support	Don Higgs	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000242374	Kristen Floyd	None	None	None		TIR Missed: No	TIR:	0.00
Operations Production Control	Christie Burnham	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000242379	Linda Harris	Application	Password	Novell GroupWise		TIR Missed: No	TIR:	0.00
Help Desk	Vicky Marrelli	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.06
INC000000242404	Bryan Kessinger	None	None	None		TIR Missed: No	TIR:	0.12
Application Services	Danielle Hood	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.14
INC000000242413	Aniara Shields	Application	Reporting	Novell GroupWise		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000242416	Tricia Mecham	Application	Error	None		TIR Missed: No	TIR:	0.00
Metro A Desktop Support	Mike Beynon	Workforce Services	Low	Closed		TTR Missed: Yes	TTR:	10.99
INC000000242418	Dale Ownby	None	None	None		TIR Missed: No	TIR:	0.00
Operations Production Control	Christie Burnham	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000242425	Shelley Esplin	Network	None	Novell ConsoleOne		TIR Missed: No	TIR:	0.00
Rural South Desktop Support	Lance Nay	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000242429	Shelley Esplin	None	None	Novell ConsoleOne		TIR Missed: No	TIR:	0.00
Rural South Desktop Support	Lance Nay	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000242432	Lyndie Degraw	None	None	Novell ConsoleOne		TIR Missed: No	TIR:	0.00
Rural South Desktop Support	Lance Nay	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000242433	Dave Laycock	None	None	None		TIR Missed: No	TIR:	0.00
Operations Production Control	Christie Burnham	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000242434	June Conn-Solomon	Application	Error	Utah Works		TIR Missed: Yes	TIR:	5.36
Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed		TTR Missed: No	TTR:	5.36
INC000000242442	Kimberly Washburn	Application	None	None		TIR Missed: No	TIR:	0.00
Rural South Desktop Support	Lance Nay	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000242447	Kimberly Washburn	PC/Laptop	None	None		TIR Missed: No	TIR:	0.00
Rural South Desktop Support	Lance Nay	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000242451	Cliff Whatcott	PC/Laptop	None	None		TIR Missed: No	TIR:	0.00
Rural South Desktop Support	Lance Nay	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.00

Workforce Services

| INC000000242467 | Tiffiny Whitney | Telecom | Call/Receive | None | TIR Missed: No | TIR: | 0.33 |
| | Voice Operations | Kelly Johnson | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.57 |

| INC000000242480 | Judy Kearns | Application | Error | State Payroll Time Entry System | TIR Missed: No | TIR: | 0.00 |
| | Metro A Help Desk | Ed Conrad | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.14 |

| INC000000242491 | Debra Slotboom | Application | Error | Content Manager - Centralized | TIR Missed: No | TIR: | 0.00 |
| | Metro A Help Desk | Ed Conrad | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.04 |

| INC000000242497 | Wayne Fillmore | None | None | None | TIR Missed: No | TIR: | 0.00 |
| | Operations Production Control | Christie Burnham | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.00 |

| INC000000242501 | Wayne Fillmore | None | None | None | TIR Missed: No | TIR: | 0.00 |
| | Operations Production Control | Christie Burnham | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.00 |

| INC000000242519 | Bryan Kessinger | Application | Reporting | Novell GroupWise | TIR Missed: No | TIR: | 0.00 |
| | Rural Central Desktop Support | Rod Montoya | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.00 |

| INC000000242527 | Launi Milligan | None | None | None | TIR Missed: No | TIR: | 0.00 |
| | Metro A Desktop Support | Wayne Higgs | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.00 |

| INC000000242554 | Lindsey Caffall-Davis | Remote Connectivity | Error | Microsoft Terminal Server Client | TIR Missed: No | TIR: | 0.00 |
| | Metro A Help Desk | Liz Evans | Workforce Services | Low | Closed | TTR Missed: No | TTR: | |

| INC000000242566 | Peggy Barton | Network | Password | Novell Client for 32-bit Windows | TIR Missed: No | TIR: | 0.00 |
| | Metro A Help Desk | Liz Evans | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.00 |

| INC000000242576 | Jill Kunde | Application | Password | Utah Electronic Resource and E | TIR Missed: No | TIR: | 0.00 |
| | Metro A Help Desk | Ed Conrad | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.13 |

| INC000000242578 | LeAnn Muranaka | Network | Password | Novell Client for 32-bit Windows | TIR Missed: No | TIR: | 0.00 |
| | Metro A Help Desk | Liz Evans | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.00 |

| INC000000242591 | Elizabeth Ross | Application | Password | Novell GroupWise | TIR Missed: No | TIR: | 0.00 |
| | Rural Central Desktop Support | Colin Bodkin | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.18 |

| INC000000242595 | Aly Scovil | Print/Copy/Scan/Fax | Paper Jam | None | TIR Missed: No | TIR: | 0.00 |
| | Metro A Desktop Support | Wayne Higgs | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.07 |

| INC000000242604 | Jason Tolbert | Application | Error | Internet Explorer | TIR Missed: No | TIR: | 0.00 |
| | Rural Central Desktop Support | Jay Barfuss | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.05 |

| INC000000242608 | Trish West | Telecom | IP | None | TIR Missed: No | TIR: | 0.16 |
| | Voice Operations | Annette Nielsen | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.32 |

| INC000000242612 | Kristine Larson | Application | Error | eFIND/eSHARE | TIR Missed: No | TIR: | 0.00 |
| | Metro A Help Desk | Ed Conrad | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.08 |

| INC000000242613 | Michael Nixon | Network | Password | Novell Client for 32-bit Windows | TIR Missed: No | TIR: | 0.00 |
| | Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.00 |

Workforce Services

INC000000242626	Janet Cole	Application	None	Novell GroupWise	TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Paul Petersen	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.32
INC000000242653	Sarah Welling	Application	Error	Novell GroupWise 32-bit Windov	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.10
INC000000242656	Debbie Zaugg	Application	Error	Novell GroupWise	TIR Missed: No	TIR:	0.04
	Metro D North Desktop Support	Neil Smedley	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.04
INC000000242668	Terry Demille	Application	Error	Novell GroupWise	TIR Missed: No	TIR:	0.00
	Metro D North Desktop Support	Neil Smedley	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000242673	Shane Young	Application	Error	Novell GroupWise	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000242675	Rebekah Collingwood	Application	Error	Novell GroupWise 32-bit Windov	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.05
INC000000242705	Debra Slotboom	Application	Error	Content Manager - Centralized I	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.23
INC000000242714	Candace Rockwell	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	TIR:	0.00
	Metro B Help Desk	Janet Hongsyvilay	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.01
INC000000242722	Vincent Charles Benedict	Application	Password	Utah Electronic Resource and E	TIR Missed: No	TIR:	0.53
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.54
INC000000242742	Tricia Mecham	Application	Error	Kofax ImageControls	TIR Missed: No	TIR:	0.48
	Application Support - Content Mana	Randall Ottesen	Workforce Services	Low	Closed	TTR Missed: Yes	TTR:	7.11
INC000000242791	Michelle W Christensen	Telecom	None	None	TIR Missed: No	TIR:	0.13
	Voice Operations	Gail Christiansen	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.28
INC000000242814	Darl Valdez	Application	Error	Utah Works	TIR Missed: Yes	TIR:	1.26
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed	TTR Missed: No	TTR:	1.26
INC000000242824	Patricia Torres	Application	Error	Kofax ImageControls	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000242825	Cindy Bertagnolli	Application	Error	Kofax ImageControls	TIR Missed: No	TIR:	0.08
	Application Support - Content Mana	Nate Olson	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.08
INC000000242833	Tricia Mecham	None	None	None	TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000242836	Connie Perry	Application	Error	State Payroll Time Entry System	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.22
INC000000242846	Kelly Green	Application	None	Novell GroupWise 32-bit Windov	TIR Missed: No	TIR:	0.00
	Rural South Desktop Support	Lane Adams	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00

Workforce Services

INC000000242852	Kasandra Asay	Network	Password	None		TIR Missed: No	TIR:	0.00
	Rural South Desktop Support	Lane Adams	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000242856	Ann Durrant	Application	Error	Mozilla Firefox		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000242862	Karla Aguirre	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000242869	Sammy Batarseh	Application	None	None		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000242870	Melauni Jensen	None	None	None		TIR Missed: Yes	TIR:	1.09
	Metro A Desktop Support	Rodney Austin	Workforce Services	Low	Closed	TTR Missed: No	TTR:	1.73
INC000000242885	Timothy Budd	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000242888	Melanie Curtis	Application	Error	Utah Works		TIR Missed: No	TIR:	0.00
	Rural South Desktop Support	Lance Nay	Workforce Services	Low	Closed	TTR Missed: No	TTR:	1.31
INC000000242927	Jared Henricksen	None	None	None		TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Paul Petersen	Workforce Services	Low	Closed	TTR Missed: No	TTR:	5.44
INC000000242933	David Cote	PC/Laptop	Error	None		TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Mike Wilde	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000242944	Kim-Ngan Lam	PC/Laptop	Error	None		TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Mike Wilde	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000242947	Alice Edman	Application	Error	State Payroll Time Entry System		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000243025	Terry MacFarlane	Application	Error	Novell GroupWise		TIR Missed: No	TIR:	0.39
	Metro A Hosting	Tom Carney	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.39
INC000000243046	Toni C Ansel	Telecom	Coverage Path	Telephone		TIR Missed: No	TIR:	0.09
	Voice Operations	Annette Nielsen	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.17
INC000000243049	Cesar Salazar	Application	Error	Novell GroupWise		TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Richard Packer	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.26
INC000000243062	Maryana Valles	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	TIR:	0.00
	Metro B Help Desk	Janet Hongsyvilay	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.02
INC000000243067	William Hoang	Application	Error	DWS Intranet		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.37
INC000000243107	Wendy L Smith	PC/Laptop	Error	Microsoft Windows XP Professional		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.12

Workforce Services

Incident	Name	Category	Type	Item		Status	TIR Missed	TIR
INC000000243121	Emily Keller	Application	None	None			TIR Missed: No	TIR: 0.29
	Application Support - Data Warehou	Trent Ady	Workforce Services	Low	Closed		TTR Missed: No	TTR: 0.29
INC000000243122	Charleen Neff	Application	Error	Content Manager			TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed		TTR Missed: No	TTR: 0.00
INC000000243151	Shauna Havey	None	None	None			TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed		TTR Missed: No	TTR: 0.00
INC000000243158	Leeann Glass	Application	Reporting	Utah Works			TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed		TTR Missed: No	TTR: 0.00
INC000000243189	Sharlene T Christensen	None	None	Novell Client for 32-bit Windows			TIR Missed: No	TIR: 0.00
	Metro D North Desktop Support	Ruston McKay	Workforce Services	Low	Closed		TTR Missed: No	TTR: 1.95
INC000000243234	Tina Kappos	Application	Error	DWS Intranet			TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed		TTR Missed: No	TTR: 0.00
INC000000243249	Tiffany Simpson	Application	Password	Novell GroupWise			TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed		TTR Missed: No	TTR: 0.00
INC000000243266	Chris Boyadjian	PC/Laptop	Performance	None			TIR Missed: Yes	TIR: 2.83
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed		TTR Missed: No	TTR: 3.55
INC000000243280	Penni Dehaan	PC/Laptop	Performance	None			TIR Missed: Yes	TIR: 2.46
	Metro A Desktop Support	Rodney Austin	Workforce Services	Low	Closed		TTR Missed: No	TTR: 5.17
INC000000243326	Molly Morehouse	Application	Password	None			TIR Missed: No	TIR: 0.00
	Metro A Desktop Support	Nancy Hachmeister	Workforce Services	Low	Closed		TTR Missed: No	TTR: 0.00
INC000000243340	David Egan	Network	Virus	None			TIR Missed: No	TIR: 0.00
	Metro A Desktop Support	Nancy Hachmeister	Workforce Services	Low	Closed		TTR Missed: No	TTR: 0.00
INC000000243343	Lynda R Myore	PC/Laptop	Error	Microsoft Windows XP Professio			TIR Missed: No	TIR: 0.00
	Rural Central Desktop Support	Colin Bodkin	Workforce Services	Low	Closed		TTR Missed: No	TTR: 0.19
INC000000243350	Tim Early	PC/Laptop	Performance	None			TIR Missed: No	TIR: 0.00
	Metro A Desktop Support	Nancy Hachmeister	Workforce Services	Low	Closed		TTR Missed: No	TTR: 0.00
INC000000243353	Jefferson McClellan	Application	Reporting	Utah Electronic Resource and E			TIR Missed: No	TIR: 0.34
	Metro D North Desktop Support	Kim Ratushniak	Workforce Services	Low	Closed		TTR Missed: No	TTR: 1.67
INC000000243356	Eugenia Artamonova	Application	Error	None			TIR Missed: No	TIR: 0.00
	Metro A Desktop Support	Nancy Hachmeister	Workforce Services	Low	Closed		TTR Missed: No	TTR: 0.00
INC000000243363	Judianne Collins	Application	None	Smart Shield			TIR Missed: No	TIR: 0.00
	Rural Central Desktop Support	Colin Bodkin	Workforce Services	Low	Closed		TTR Missed: No	TTR: 0.58
INC000000243366	Susana Rollins	PC/Laptop	Virus	None			TIR Missed: No	TIR: 0.00
	Metro A Desktop Support	Nancy Hachmeister	Workforce Services	Low	Closed		TTR Missed: No	TTR: 0.00

Workforce Services

INC000000243414	Weston Miller	Telecom	Voice Mail	None		TIR Missed: No	TIR:	0.08
	Voice Operations	Annette Nielsen	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.21
INC000000243433	Cathy Bell	Application	Error	Public Assistance Case Manage		TIR Missed: Yes	TIR:	6.05
	Application Support - PACMIS	Cindy Layton	Workforce Services	Low	Closed	TTR Missed: Yes	TTR:	6.05
INC000000243445	Milagros Santos	None	None	None		TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000243453	Sherra Lynn Westover	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Duane Hardy	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000243459	Rick Maners	None	None	None		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000243465	Lynette Baker	None	None	None		TIR Missed: No	TIR:	0.41
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.41
INC000000243469	Pam Malone	Print/Copy/Scan/Fax	Incident	None		TIR Missed: Yes	TIR:	1.18
	Metro A Desktop Support	Rodney Austin	Workforce Services	Low	Closed	TTR Missed: No	TTR:	2.20
INC000000243471	Rene Christensen	Application	Error	Utah Electronic Resource and E		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.05
INC000000243482	Nancy Sanders	PC/Laptop	Password	Novell ConsoleOne		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000243483	Nancy Sanders	PC/Laptop	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000243484	Nancy Sanders	Application	Error	Novell GroupWise		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000243493	Joseph Oneil	PC/Laptop	Performance	None		TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Wayne Higgs	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000243494	Debra Zavala	PC/Laptop	Virus	None		TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Wayne Higgs	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000243496	Kaylee Ashdown	PC/Laptop	Virus	None		TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Wayne Higgs	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000243497	Jimmy Smith	PC/Laptop	Hardware	None		TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Wayne Higgs	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000243553	Greg Gardner	Mobile Devices	Error	Droid		TIR Missed: No	TIR:	0.00
	Application Services	Danielle Hood	Workforce Services	Medium	Closed	TTR Missed: No	TTR:	0.00
INC000000243559	Joann Wetzel	None	None	None		TIR Missed: No	TIR:	0.00
	Metro B Desktop Support	Gary Graham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00

Workforce Services

| INC000000243650 | Tonia Jones | Application | Error | Utah Works | TIR Missed: No | TIR: | 0.00 |
| | Metro A Help Desk | Liz Evans | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.65 |

| INC000000243667 | Arlene Beckstead | Application | Error | Novell Messenger | TIR Missed: No | TIR: | 0.00 |
| | Metro B Help Desk | Janet Hongsyvilay | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.00 |

| INC000000243688 | Karen Pearce | Application | Error | Microsoft Windows XP Professio | TIR Missed: No | TIR: | 0.00 |
| | Metro A Help Desk | Ed Conrad | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.07 |

| INC000000243689 | Teresa Banks | None | None | None | TIR Missed: No | TIR: | 0.00 |
| | Rural South Desktop Support | Scott Jesienouski | Workforce Services | High | Closed | TTR Missed: No | TTR: | 0.00 |

| INC000000243690 | Nancy Nordlund | Remote Connectivity | Error | None | TIR Missed: No | TIR: | 0.00 |
| | Voice/Data/WAN Services | Mark Thomas | Workforce Services | Low | Closed | TTR Missed: Yes | TTR: | 15.40 |

| INC000000243697 | Desiree Jones | Application | None | Content Manager - Centralized | TIR Missed: No | TIR: | 0.00 |
| | Metro A Help Desk | Ed Conrad | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.16 |

| INC000000243701 | Monica Medina | PC/Laptop | Performance | None | TIR Missed: No | TIR: | 0.64 |
| | Metro A Desktop Support | Rodney Austin | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 1.63 |

| INC000000243706 | Jill Kunde | Application | Password | Utah Electronic Resource and E | TIR Missed: No | TIR: | 0.00 |
| | Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.00 |

| INC000000243710 | Arlene Beckstead | None | None | None | TIR Missed: No | TIR: | 0.00 |
| | Operations Production Control | Christie Burnham | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.00 |

| INC000000243718 | Marina Koker | Application | Error | None | TIR Missed: No | TIR: | 0.00 |
| | Metro A Help Desk | Liz Evans | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.00 |

| INC000000243733 | Jesi Wasden | PC/Laptop | Password | Novell Client for 32-bit Windows | TIR Missed: No | TIR: | 0.00 |
| | Metro A Desktop Support | Mike Wilde | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.00 |

| INC000000243736 | Wendy L Smith | Remote Connectivity | Error | Microsoft Terminal Server Client | TIR Missed: No | TIR: | 0.00 |
| | Metro A Desktop Support | Wayne Higgs | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.30 |

| INC000000243739 | Stacy Neal | PC/Laptop | Password | Novell Client for 32-bit Windows | TIR Missed: No | TIR: | 0.00 |
| | Metro A Desktop Support | Tracy VanderVaart | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.31 |

| INC000000243742 | David Whiteside | Application | Error | eFIND/eSHARE | TIR Missed: No | TIR: | 0.14 |
| | Application Support - EFIND | Anhkim Le | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.87 |

| INC000000243751 | Tauna Woolley | PC/Laptop | Hardware | None | TIR Missed: No | TIR: | 0.00 |
| | Metro A Desktop Support | Rodney Austin | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 1.24 |

| INC000000243757 | Melinda Bevan | Network | Password | Novell Client for 32-bit Windows | TIR Missed: No | TIR: | 0.00 |
| | Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.00 |

| INC000000243765 | Ellen Horton | PC/Laptop | Hardware | None | TIR Missed: No | TIR: | 0.02 |
| | Metro A Desktop Support | Wayne Higgs | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.03 |

Workforce Services

INC000000243770	Mary Ann Keefer	Application	Error	None		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000243776	Stephen Nebeker	Application	None	Utah Works Web Site		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.10
INC000000243778	Terry MacFarlane	Print/Copy/Scan/Fax	Incident	None		TIR Missed: Yes	TIR:	2.78
	Application Support - CUBS	Clay Peacock	Workforce Services	Low	Closed	TTR Missed: No	TTR:	2.78
INC000000243780	Devin Jones	Application	Password	None		TIR Missed: Yes	TIR:	4.00
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed	TTR Missed: No	TTR:	4.00
INC000000243782	Cliff Whatcott	PC/Laptop	None	PGP		TIR Missed: No	TIR:	0.00
	Rural South Desktop Support	Lance Nay	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000243785	Candace Rockwell	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	TIR:	0.00
	Help Desk	Brenda Treadway	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000243786	Paul Dehaan	Application	Password	None		TIR Missed: Yes	TIR:	3.86
	Application Support - UWORKS	None	Workforce Services	Low	Closed	TTR Missed: No	TTR:	3.86
INC000000243789	Pat Palmieri	Application	Password	Utah Master Directory		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.29
INC000000243790	Lela King	Network	None	None		TIR Missed: No	TIR:	0.00
	Rural South Desktop Support	Lance Nay	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000243797	Ryan Rock	Print/Copy/Scan/Fax	Error Code	None		TIR Missed: Yes	TIR:	2.66
	Application Support - CUBS	Clay Peacock	Workforce Services	Low	Closed	TTR Missed: No	TTR:	2.66
INC000000243807	Wayne Fillmore	Network	None	None		TIR Missed: No	TIR:	0.00
	Rural South Desktop Support	Lance Nay	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000243809	Susan Munk	Network	None	None		TIR Missed: No	TIR:	0.00
	Rural South Desktop Support	Lance Nay	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000243812	Cliff Whatcott	Network	None	None		TIR Missed: No	TIR:	0.00
	Rural South Desktop Support	Lance Nay	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000243815	Lela King	Network	None	None		TIR Missed: No	TIR:	0.00
	Rural South Desktop Support	Lance Nay	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000243822	Piper Leon	PC/Laptop	Error	Microsoft Windows XP Professic		TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Mike Wilde	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000243823	Mike Asmussen	PC/Laptop	None	None		TIR Missed: No	TIR:	0.02
	Metro A Desktop Support	Rodney Austin	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.06
INC000000243827	Brenda Jones	PC/Laptop	Password	None		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00

Workforce Services

| INC000000243841 | Jacquelyn Harris | Network | Password | Novell Client for 32-bit Windows | TIR Missed: | No | TIR: | 0.00 |
| | Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | Closed | TTR Missed: | No | TTR: | 0.00 |

| INC000000243846 | Stuart Bunker | Application | Password | Novell GroupWise 32-bit Window | TIR Missed: | No | TIR: | 0.00 |
| | Metro A Help Desk | Ed Conrad | Workforce Services | Low | Closed | TTR Missed: | No | TTR: | 0.25 |

| INC000000243856 | Ryan Betts | Application | None | PGP | TIR Missed: | No | TIR: | 0.00 |
| | Rural Central Desktop Support | Paul Petersen | Workforce Services | Low | Closed | TTR Missed: | No | TTR: | 0.17 |

| INC000000243858 | Gabby Klawitter | Telecom | Voice Mail | None | TIR Missed: | No | TIR: | 0.12 |
| | Voice Operations | Annette Nielsen | Workforce Services | Low | Closed | TTR Missed: | No | TTR: | 0.53 |

| INC000000243861 | Sherry Tran | Application | Error | Utah Works | TIR Missed: | Yes | TIR: | 9.83 |
| | Application Support - UWORKS | Eric Strong | Workforce Services | Low | Closed | TTR Missed: | Yes | TTR: | 9.83 |

| INC000000243874 | Angela A Hansen | Remote Connectivity | Performance | None | TIR Missed: | No | TIR: | 0.00 |
| | Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | Closed | TTR Missed: | No | TTR: | 0.13 |

| INC000000243905 | Peggy Barton | Application | Error | Utah Electronic Resource and E | TIR Missed: | No | TIR: | 0.00 |
| | Metro A Help Desk | Liz Evans | Workforce Services | Low | Closed | TTR Missed: | No | TTR: | 0.00 |

| INC000000243906 | Angie Fletcher | Application | Error | Utah Works | TIR Missed: | Yes | TIR: | 3.28 |
| | Application Support - UWORKS | Eric Strong | Workforce Services | Low | Closed | TTR Missed: | No | TTR: | 3.28 |

| INC000000243908 | Melanie Merrill | Application | Error | Utah Works | TIR Missed: | Yes | TIR: | 3.34 |
| | Application Support - UWORKS | Eric Strong | Workforce Services | Low | Closed | TTR Missed: | No | TTR: | 3.34 |

| INC000000243914 | Kimberly Carter | Application | Error | None | TIR Missed: | Yes | TIR: | 3.31 |
| | Application Support - UWORKS | Eric Strong | Workforce Services | Low | Closed | TTR Missed: | No | TTR: | 3.31 |

| INC000000243917 | Cody Brown | Network | Password | Novell Client for 32-bit Windows | TIR Missed: | No | TIR: | 0.00 |
| | Metro A Help Desk | Ed Conrad | Workforce Services | Low | Closed | TTR Missed: | No | TTR: | 0.04 |

| INC000000243922 | Nycole Tylka | Application | Password | None | TIR Missed: | No | TIR: | 0.00 |
| | Application Support - UWORKS | None | Workforce Services | Low | Closed | TTR Missed: | No | TTR: | |

| INC000000243932 | Gaylene Pebley | None | None | None | TIR Missed: | No | TIR: | 0.00 |
| | Operations Production Control | Christie Burnham | Workforce Services | Low | Closed | TTR Missed: | No | TTR: | 0.00 |

| INC000000243945 | Stuart Bunker | PC/Laptop | Password | Novell Client for 32-bit Windows | TIR Missed: | No | TIR: | 0.00 |
| | Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | Closed | TTR Missed: | No | TTR: | 0.08 |

| INC000000243955 | Jason Teuscher | Application | Error | Utah Works | TIR Missed: | No | TIR: | 0.00 |
| | Metro A Help Desk | Liz Evans | Workforce Services | Low | Closed | TTR Missed: | No | TTR: | 0.27 |

| INC000000243956 | Nathan Dopp | Application | Error | DWS Web | TIR Missed: | No | TIR: | 0.12 |
| | Application Support - Data Warehou | Trent Ady | Workforce Services | Low | Closed | TTR Missed: | No | TTR: | 2.77 |

| INC000000243958 | Stuart Bunker | Application | Password | Utah Master Directory | TIR Missed: | No | TIR: | 0.00 |
| | Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | Closed | TTR Missed: | No | TTR: | 0.02 |

Workforce Services

| INC000000243964 | Desiree Jones | Application | Error | eFIND/eSHARE | TIR Missed: No | TIR: 0.00 |
| | Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | Closed | TTR Missed: No | TTR: 0.00 |

| INC000000243968 | Carolyn Nay | Application | Password | Utah Master Directory | TIR Missed: No | TIR: 0.03 |
| | Help Desk | Brenda Treadway | Workforce Services | Low | Closed | TTR Missed: No | TTR: 0.06 |

| INC000000243974 | Rod Barlow | Application | Error | Content Manager | TIR Missed: No | TIR: 0.34 |
| | Application Support - Content Mana | Randall Ottesen | Workforce Services | Low | Closed | TTR Missed: No | TTR: 0.34 |

| INC000000243977 | Lora Wirthlin | Application | Error | State Payroll Time Entry System | TIR Missed: No | TIR: 0.00 |
| | Metro A Help Desk | Ed Conrad | Workforce Services | Low | Closed | TTR Missed: No | TTR: 0.23 |

| INC000000243978 | Katherine Abel | Application | Error | Utah Electronic Resource and E | TIR Missed: No | TIR: 0.00 |
| | Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | Closed | TTR Missed: No | TTR: 0.00 |

| INC000000243986 | Jason Teuscher | Application | Error | None | TIR Missed: Yes | TIR: 1.64 |
| | Metro A Desktop Support | Tracy VanderVaart | Workforce Services | Low | Closed | TTR Missed: No | TTR: 1.64 |

| INC000000243993 | Terrie Bouck | Application | Error | None | TIR Missed: No | TIR: 0.00 |
| | Metro A Desktop Support | Wayne Higgs | Workforce Services | Low | Closed | TTR Missed: No | TTR: 0.07 |

| INC000000244004 | Elizabeth Thorpe | Application | Error | None | TIR Missed: No | TIR: 0.00 |
| | Metro A Help Desk | Liz Evans | Workforce Services | Low | Closed | TTR Missed: No | TTR: 0.00 |

| INC000000244022 | Craig Stewart | Telecom | Feature | None | TIR Missed: No | TIR: 0.19 |
| | Voice Operations | Annette Nielsen | Workforce Services | Low | Closed | TTR Missed: No | TTR: 0.38 |

| INC000000244042 | Laura Uitto | Application | Reporting | Novell GroupWise | TIR Missed: No | TIR: 0.00 |
| | Metro A Desktop Support | Rodney Austin | Workforce Services | Low | Closed | TTR Missed: No | TTR: 5.73 |

| INC000000244079 | Jennifer Asplund | Application | Error | Utah Electronic Resource and E | TIR Missed: No | TIR: 0.00 |
| | Metro A Help Desk | Liz Evans | Workforce Services | Low | Closed | TTR Missed: No | TTR: 0.00 |

| INC000000244105 | Lisa Butler | None | None | None | TIR Missed: No | TIR: 0.00 |
| | Metro A Desktop Support | Robert Wall | Workforce Services | Low | Closed | TTR Missed: No | TTR: 0.09 |

| INC000000244109 | Richard Donegan | Application | Error | Content Manager | TIR Missed: No | TIR: 0.00 |
| | Metro A Help Desk | Liz Evans | Workforce Services | Low | Closed | TTR Missed: No | TTR: 0.09 |

| INC000000244116 | Lori Giacoletto | Application | Error | DWS Web | TIR Missed: No | TIR: 0.41 |
| | Application Support - Web Dev | Chad Thompson | Workforce Services | Low | Closed | TTR Missed: No | TTR: 0.81 |

| INC000000244137 | Carolyn Nay | Application | Error | Utah Master Directory | TIR Missed: No | TIR: 0.00 |
| | Rural Central Desktop Support | Rod Montoya | Workforce Services | Low | Closed | TTR Missed: No | TTR: 0.14 |

| INC000000244140 | Paula Story | Print/Copy/Scan/Fax | Incident | DWS Capture | TIR Missed: No | TIR: 0.00 |
| | Rural South Desktop Support | Lance Nay | Workforce Services | Low | Closed | TTR Missed: No | TTR: 0.00 |

| INC000000244158 | Alison R Young | Application | Error | Novell GroupWise | TIR Missed: No | TIR: 0.00 |
| | Rural Central Desktop Support | Rod Montoya | Workforce Services | Low | Closed | TTR Missed: No | TTR: 0.25 |

Workforce Services

| INC000000244159 | June Conn-Solomon | Application | Error | Content Manager | TIR Missed: No | TIR: | 0.00 |
| | Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.38 |

| INC000000244167 | Melissa McBride | Print/Copy/Scan/Fax | Queue | None | TIR Missed: No | TIR: | 0.00 |
| | Help Desk | Brenda Treadway | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.00 |

| INC000000244169 | Bridgit Wekluk | PC/Laptop | Password | Novell Client for 32-bit Windows | TIR Missed: No | TIR: | 0.00 |
| | Metro A Desktop Support | Mike Beynon | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 4.52 |

| INC000000244179 | Janet Butterfield | Application | Error | Utah Works | TIR Missed: No | TIR: | 0.00 |
| | Metro A Help Desk | Liz Evans | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.12 |

| INC000000244183 | Dale Ownby | None | None | None | TIR Missed: No | TIR: | 0.00 |
| | Operations Production Control | Christie Burnham | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.00 |

| INC000000244189 | Janet Butterfield | Application | Error | Utah Works Web Site | TIR Missed: No | TIR: | 0.00 |
| | Rural South Desktop Support | Lance Nay | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.00 |

| INC000000244200 | Helen Thatcher | Print/Copy/Scan/Fax | Queue | None | TIR Missed: No | TIR: | 0.84 |
| | Metro A Desktop Support | Rodney Austin | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 2.02 |

| INC000000244208 | Maria Torres | None | None | None | TIR Missed: No | TIR: | 0.12 |
| | Metro A Hosting | Tom Carney | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.73 |

| INC000000244248 | Stacy Neal | Application | Error | Novell GroupWise | TIR Missed: No | TIR: | 0.31 |
| | Application Services | Martin Gonzalez | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.44 |

| INC000000244263 | Christine Mayne | None | None | None | TIR Missed: Yes | TIR: | 2.78 |
| | Application Support - UWORKS | Jeff Pryor | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 2.78 |

| INC000000244268 | James Borrowman | PC/Laptop | Password | Novell ConsoleOne | TIR Missed: Yes | TIR: | 1.24 |
| | Metro A Desktop Support | Rodney Austin | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 1.74 |

| INC000000244271 | Lindsey Johnson | Application | Error | None | TIR Missed: Yes | TIR: | 3.97 |
| | Application Support - UWORKS | Eric Strong | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 3.97 |

| INC000000244278 | Pat Palmieri | Network | Password | Novell Client for 32-bit Windows | TIR Missed: No | TIR: | 0.00 |
| | Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 1.90 |

| INC000000244292 | Rafael Capitan | Application | Password | Novell GroupWise 32-bit Window | TIR Missed: No | TIR: | 0.00 |
| | Metro A Help Desk | Ed Conrad | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.20 |

| INC000000244297 | Jo Jacobsen | Application | Error | Microsoft Excel | TIR Missed: No | TIR: | 0.34 |
| | Metro A Desktop Support | Rodney Austin | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 3.57 |

| INC000000244303 | Scott Johnson | Application | Error | Utah Works | TIR Missed: No | TIR: | 0.00 |
| | Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.36 |

| INC000000244314 | Jerry Pruitt | Application | Error | None | TIR Missed: No | TIR: | 0.00 |
| | Application Support - EREP IA | Jennifer Maynes | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.73 |

Workforce Services

INC000000244324	Lance Olsen	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000244325	Weston Miller	None	None	None	TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000244335	Kris Springer	None	None	None	TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000244337	Oscar Molina	Application	Error	None	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR:	
INC000000244361	Julie Anderson	Wireless Connectivity	Error	None	TIR Missed: Yes	TIR:	1.13
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Closed	TTR Missed: No	TTR:	1.29
INC000000244369	Alexis Rodriguez	PC/Laptop	Performance	None	TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Richard Packer	Workforce Services	Low	Closed	TTR Missed: No	TTR:	1.66
INC000000244380	Kristen Floyd	None	None	None	TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000244382	Rebecca Banner	None	None	None	TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000244384	Mary Pannunzio	None	None	None	TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000244390	Susan Etzel	None	None	None	TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000244399	Charisse Jeppsen	Application	Error	Content Manager	TIR Missed: No	TIR:	0.18
	Application Support - Content Mana	Randall Ottesen	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.18
INC000000244409	Kathy Lahey	Application	Error	DWS Web	TIR Missed: Yes	TIR:	1.14
	Application Support - Web Dev	Chad Thompson	Workforce Services	Low	Closed	TTR Missed: No	TTR:	1.14
INC000000244413	Michael Hanley	Application	Reporting	Novell GroupWise	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000244420	Stuart Bunker	Application	Error	Utah Works	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.01
INC000000244430	Norman Keith	Application	Error	Utah Works	TIR Missed: Yes	TIR:	1.14
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed	TTR Missed: No	TTR:	1.14
INC000000244446	Sarah Smith	None	None	None	TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000244447	Pam Malone	PC/Laptop	Error	None	TIR Missed: Yes	TIR:	7.12
	Metro A Hosting	Keith Scholl	Workforce Services	Low	Closed	TTR Missed: Yes	TTR:	7.12

Workforce Services

INC000000244455	Sandy Goulden	Application	Error	Utah Works			TIR Missed: No	TIR:	0.00
	Application Support - UWORKS	Eric Strong	Workforce Services	Medium	Closed		TTR Missed: No	TTR:	0.93
INC000000244476	Jefferson McClellan	None	None	DWS Intranet			TIR Missed: No	TIR:	0.00
	Metro D North Desktop Support	Ruston McKay	Workforce Services	Low	Closed		TTR Missed: No	TTR:	1.08
INC000000244477	Cherie Robison	None	None	None			TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.02
INC000000244478	Carrie Peterson	None	None	Adobe Photoshop			TIR Missed: No	TIR:	0.00
	Metro D North Desktop Support	Ruston McKay	Workforce Services	Low	Closed		TTR Missed: No	TTR:	1.06
INC000000244480	Pam Malone	Print/Copy/Scan/Fax	Incident	None			TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Rodney Austin	Workforce Services	Low	Closed		TTR Missed: No	TTR:	1.69
INC000000244483	Cherice Bridges	None	None	Novell Messenger			TIR Missed: No	TIR:	0.00
	Metro D North Desktop Support	Ruston McKay	Workforce Services	Low	Closed		TTR Missed: No	TTR:	1.02
INC000000244485	Leslie Minaya	None	None	None			TIR Missed: No	TIR:	0.00
	Metro D North Desktop Support	Ruston McKay	Workforce Services	Low	Closed		TTR Missed: No	TTR:	1.01
INC000000244494	Shallen Kimber	None	None	Microsoft Excel			TIR Missed: No	TIR:	0.00
	Metro D North Desktop Support	Ruston McKay	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.95
INC000000244506	Nancy Sanders	PC/Laptop	Hardware	None			TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Wayne Higgs	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.24
INC000000244509	Kathy Franson	PC/Laptop	Hardware	None			TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Wayne Higgs	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.25
INC000000244511	Jasmina Baxter	None	None	None			TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Wayne Higgs	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.28
INC000000244514	Kathy Randle	Application	Error	Internet Explorer			TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Wayne Higgs	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.32
INC000000244516	Pat Palmieri	None	None	Novell Client for 32-bit Windows			TIR Missed: No	TIR:	0.00
	Metro D North Desktop Support	Ruston McKay	Workforce Services	Low	Closed		TTR Missed: No	TTR:	
INC000000244517	Josie Martinez	Application	Error	Microsoft Windows XP Professic			TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Wayne Higgs	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.34
INC000000244522	Sherrie St John	Application	Reporting	Computerized Unemployment B			TIR Missed: Yes	TIR:	6.30
	Application Support - CUBS	Clay Peacock	Workforce Services	Low	Closed		TTR Missed: Yes	TTR:	6.30
INC000000244525	Nikki Holt	PC/Laptop	Virus	Internet Explorer			TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Wayne Higgs	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.37
INC000000244529	Pam Malone	PC/Laptop	Hardware	None			TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.64

Workforce Services

INC000000244544	Helen Thatcher	Wireless Connectivity	Error	None		TIR Missed: Yes	TIR:	1.18
Metro A Desktop Support	Rodney Austin	Workforce Services	Low	Closed	TTR Missed: No	TTR:	2.18
INC000000244562	Loraine Martin	Application	Error	Utah Works		TIR Missed: No	TIR:	0.71
Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.71
INC000000244563	Roman Rubalcava	Application	Error	Microsoft Windows XP Professic	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	TTR:	1.06
INC000000244573	Tamera Smith	None	None	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.00
Metro D North Desktop Support	Ruston McKay	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.30
INC000000244578	Barbara Croft	Application	Error	Novell iPrint		TIR Missed: No	TIR:	0.00
Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.10
INC000000244579	Samuel Hendricksen	Application	Error	Microsoft Word		TIR Missed: No	TIR:	0.00
Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.09
INC000000244584	Dustin Townsend	PC/Laptop	Hardware	None		TIR Missed: No	TIR:	0.00
Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.06
INC000000244602	Kathy Franson	Application	Password	Novell GroupWise		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000244605	Kathy Franson	PC/Laptop	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000244630	Dennis Canning	Application	Password	Content Manager - Centralized I	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.07
INC000000244635	Thomas Wilson	Application	Error	Content Manager		TIR Missed: No	TIR:	0.19
Metro D North Desktop Support	Neil Smedley	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.19
INC000000244658	Robert Birkinshaw	Application	Error	Content Manager		TIR Missed: No	TIR:	0.21
Application Support - Content Mana	Nate Olson	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.21
INC000000244674	Vanessa Mann	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000244683	Tamera Smith	Network	Incident	None		TIR Missed: No	TIR:	0.00
Metro D North Desktop Support	Kim Ratushniak	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000244686	Tamera Smith	PC/Laptop	Hardware	None		TIR Missed: No	TIR:	0.00
Metro D North Desktop Support	Kim Ratushniak	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000244689	Jonathan Parrish	Application	Error	Mozilla Firefox		TIR Missed: No	TIR:	0.00
Metro D North Desktop Support	Kim Ratushniak	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000244702	Cindy Adams	Application	Error	None		TIR Missed: No	TIR:	0.00
Metro D North Desktop Support	Kim Ratushniak	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00

Workforce Services

INC000000244703	Kathy Franson	PC/Laptop	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000244707	Cindy Adams	PC/Laptop	Virus	None	TIR Missed: No	TIR:	0.00
Metro D North Desktop Support	Kim Ratushniak	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000244714	Stephanie Trappett	Application	Error	Internet Explorer	TIR Missed: No	TIR:	0.00
Metro D North Desktop Support	Kim Ratushniak	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000244722	Sheryl Nisely	Application	Error	Utah Works	TIR Missed: Yes	TIR:	6.05
Application Support - UWORKS	Jeff Pryor	Workforce Services	Low	Closed	TTR Missed: Yes	TTR:	6.05
INC000000244733	Candace Rockwell	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	TIR:	0.00
Help Desk	Eileen Dubach	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000244738	Judianne Collins	Application	Error	None	TIR Missed: No	TIR:	0.00
Rural Central Desktop Support	Colin Bodkin	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.16
INC000000244780	Michelle Dalley	Network	Error	None	TIR Missed: No	TIR:	0.10
Rural South Desktop Support	Scott Jesienouski	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.10
INC000000244782	Faye Hubbard	PC/Laptop	Error	Microsoft Windows XP Professic	TIR Missed: No	TIR:	0.00
Rural South Desktop Support	Scott Jesienouski	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000244789	Milagros Santos	None	None	None	TIR Missed: No	TIR:	0.00
Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000244792	Milagros Santos	None	None	None	TIR Missed: No	TIR:	0.00
Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed	TTR Missed: No	TTR:	2.13
INC000000244805	Tamra Tyler	Application	Error	Microsoft Windows XP Professic	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.10
INC000000244812	Carolyn Davis	Application	Password	Novell GroupWise	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000244816	Jared Price	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000244819	Marilyn Larsen	Telecom	Feature	Telephone	TIR Missed: No	TIR:	0.36
Voice Operations	Annette Nielsen	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.39
INC000000244828	Amberly Mikstas	Application	None	Novell GroupWise	TIR Missed: No	TIR:	0.14
Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.17
INC000000244868	June Conn-Solomon	Telecom	Voice Mail	None	TIR Missed: No	TIR:	0.10
Voice Operations	Kelly Johnson	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.27
INC000000244881	Rachael Licciardone	Application	Error	Utah Works	TIR Missed: No	TIR:	0.55
Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.55

Workforce Services

Incident	Name	Category	Type	Item	TIR Missed	TIR
INC000000244896	Rebekah Collingwood	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low Closed	TTR Missed: No	TTR: 0.00
INC000000244900	Nancy Sanders	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low Closed	TTR Missed: No	TTR: 0.00
INC000000244909	Elizabeth Ross	Application	Error	Content Manager	TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low Closed	TTR Missed: No	TTR: 0.00
INC000000244911	Melanie Kennedy	Application	Error	Utah Works	TIR Missed: No	TIR: 0.70
	Application Support - UWORKS	Eric Strong	Workforce Services	Low Closed	TTR Missed: No	TTR: 0.70
INC000000244964	Jennifer Domenici	PC/Laptop	Error	None	TIR Missed: No	TIR: 0.04
	Metro A Desktop Support	Rodney Austin	Workforce Services	Low Closed	TTR Missed: No	TTR: 0.06
INC000000244975	Aida Moreno	PC/Laptop	Hardware	None	TIR Missed: No	TIR: 0.07
	Metro A Desktop Support	Mike Wilde	Workforce Services	Low Closed	TTR Missed: No	TTR: 0.98
INC000000244985	David Bramble	Application	Error	Internet Explorer	TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low Closed	TTR Missed: No	TTR: 0.58
INC000000245000	Cherice Bridges	Application	Error	Utah Electronic Resource and E	TIR Missed: No	TIR: 0.20
	Metro D North Desktop Support	Ruston McKay	Workforce Services	Low Closed	TTR Missed: No	TTR: 0.20
INC000000245006	Tuesdee Thomson	Application	Password	Novell GroupWise	TIR Missed: No	TIR: 0.20
	Metro A Help Desk	Ed Conrad	Workforce Services	Low Closed	TTR Missed: No	TTR: 0.24
INC000000245030	Dana Parke	PC/Laptop	Hardware	None	TIR Missed: No	TIR: 0.00
	Rural Central Desktop Support	Richard Packer	Workforce Services	Low Closed	TTR Missed: No	TTR: 0.85
INC000000245039	Kris Springer	None	None	None	TIR Missed: No	TIR: 0.00
	Operations Production Control	Duane Hardy	Workforce Services	Low Closed	TTR Missed: No	TTR: 0.00
INC000000245046	Carolyn Nay	None	None	None	TIR Missed: No	TIR: 0.00
	Rural Central Desktop Support	Paul Petersen	Workforce Services	Low Closed	TTR Missed: No	TTR: 0.35
INC000000245049	Estefana Gutierrez	Application	Error	Content Manager	TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low Closed	TTR Missed: No	TTR: 0.13
INC000000245054	Lanelle Windley	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	TIR: 0.00
	Metro A Desktop Support	Mike Wilde	Workforce Services	Low Closed	TTR Missed: No	TTR: 1.06
INC000000245056	Rebecca Pittman	PC/Laptop	Hardware	None	TIR Missed: No	TIR: 0.00
	Rural Central Desktop Support	Colin Bodkin	Workforce Services	Low Closed	TTR Missed: No	TTR: 0.17
INC000000245058	Sandra Davis	Application	Password	Utah Master Directory	TIR Missed: No	TIR: 0.12
	Help Desk	Eileen Dubach	Workforce Services	Low Closed	TTR Missed: No	TTR: 0.12
INC000000245068	Tyler Massey	Application	Error	eFIND/eSHARE	TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low Closed	TTR Missed: No	TTR: 0.09

DTS Enterprise Incident Report

As of **2/1/2011**

Workforce Services

Incident	Name	Category	Type	Item	TIR Missed	TIR
INC000000245084	Carmen Bowles	None	None	None	No	0.00
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low — Closed	TTR Missed: No	TTR: 0.00
INC000000245088	Nidia Meza	Application	Reporting	ZENworks for Desktops	No	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low — Closed	TTR Missed: No	TTR: 0.04
INC000000245103	Milton Olsen	Application	Error	Adobe Acrobat	No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low — Closed	TTR Missed: No	TTR: 0.00
INC000000245121	Michelle Meyer	Application	Error	Collection Management System	No	0.21
	Metro A Desktop Support	Rodney Austin	Workforce Services	Low — Resolved	TTR Missed: No	TTR: 3.18
INC000000245144	Sheila Oelerich	Application	Password	DWS Intranet	No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low — Closed	TTR Missed: No	TTR: 0.00
INC000000245155	Joann Wetzel	Application	Error	Content Manager	No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low — Closed	TTR Missed: No	TTR: 0.05
INC000000245158	Lien Le	Application	Error	None	No	0.07
	Metro A Desktop Support	Nancy Hachmeister	Workforce Services	Low — Closed	TTR Missed: No	TTR: 0.07
INC000000245177	Quinten Klingonsmith	Application	Error	Novell iPrint	No	0.14
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low — Closed	TTR Missed: No	TTR: 0.22
INC000000245181	Gail Reidling	Application	Error	Collection Management System	No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low — Closed	TTR Missed: No	TTR: 0.14
INC000000245184	Irene Fossat	Application	Password	eFIND/eSHARE	No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low — Closed	TTR Missed: No	TTR: 0.10
INC000000245188	Karen Quackenbush	Print/Copy/Scan/Fax	None	None	Yes	1.03
	Metro A Desktop Support	Rodney Austin	Workforce Services	Low — Closed	TTR Missed: No	TTR: 3.21
INC000000245200	Pokhui H Walters	Application	Error	Utah Works	No	0.23
	Application Support - UWORKS	Eric Strong	Workforce Services	Low — Closed	TTR Missed: No	TTR: 0.23
INC000000245202	Colby Dalton	Application	Error	Content Manager	No	0.73
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low — Closed	TTR Missed: No	TTR: 1.89
INC000000245268	Mary Hualde	Network	Password	Novell Client for 32-bit Windows	No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low — Closed	TTR Missed: No	TTR: 0.00
INC000000245284	Brenda Turner	Application	Error	State Payroll Time Entry System	No	0.14
	Metro A Desktop Support	Rodney Austin	Workforce Services	Low — Closed	TTR Missed: No	TTR: 1.27
INC000000245288	Linh Tran	None	None	None	No	0.00
	Metro A Desktop Support	Rodney Austin	Workforce Services	Low — Closed	TTR Missed: No	TTR: 0.04
INC000000245314	Mary Hualde	Application	Error	Novell GroupWise	No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low — Closed	TTR Missed: No	TTR: 0.00

Workforce Services

INC000000245324	Laurina Schouten	Application	Error	eFIND/eSHARE	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.19
INC000000245352	Jody McMillan	Application	Error	Contributions Automated Tax Sy	TIR Missed: Yes	TIR:	1.10
Metro A Desktop Support	Robert Wall	Workforce Services	Low	Closed	TTR Missed: No	TTR:	1.12
INC000000245354	Dorothy Williams	PC/Laptop	Error	None	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR:	2.10
INC000000245364	Bart Benson	Application	Error	eFIND/eSHARE	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.15
INC000000245368	Tricia Matz-Underwood	Network	Error	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.00
Metro A Hosting	Tom Carney	Workforce Services	Low	Closed	TTR Missed: No	TTR:	1.39
INC000000245370	Loraine Martin	Application	Error	Content Manager	TIR Missed: No	TIR:	0.48
Rural Central Desktop Support	Jay Barfuss	Workforce Services	Low	Closed	TTR Missed: No	TTR:	1.17
INC000000245387	Karen Pearce	Application	Error	Utah Electronic Resource and E	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.28
INC000000245391	Chris Boyadjian	Wireless Connectivity	Error	None	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000245395	Sarah Smith	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000245398	Connie Laws	PC/Laptop	Error	None	TIR Missed: No	TIR:	0.00
Metro A Desktop Support	Mike Wilde	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000245432	Carrie Peterson	None	None	None	TIR Missed: No	TIR:	0.00
Metro D North Desktop Support	Ruston McKay	Workforce Services	Low	Closed	TTR Missed: No	TTR:	2.11
INC000000245439	Charles Amonett	Application	Error	State Payroll Time Entry System	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.13
INC000000245443	Heather Simonson	Application	Reporting	None	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000245445	Jeff Godfrey	None	None	None	TIR Missed: No	TIR:	0.00
Metro D North Desktop Support	Ruston McKay	Workforce Services	Low	Closed	TTR Missed: No	TTR:	2.03
INC000000245451	Charles Amonett	Application	Error	None	TIR Missed: Yes	TIR:	2.07
Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed	TTR Missed: No	TTR:	2.45
INC000000245452	Paula Story	None	None	None	TIR Missed: No	TIR:	0.77
Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.77
INC000000245454	Tina Dunyon	Application	Error	Oracle 8 Enterprise Edition	TIR Missed: Yes	TIR:	10.99
Application Support - DBA	Douglas Larsen	Workforce Services	Low	Resolved	TTR Missed: Yes	TTR:	30.64

Workforce Services

INC000000245468	Sharen Welsh	None	None	None	TIR Missed: No	TIR:	0.00
Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000245472	Annette Davis	None	None	None	TIR Missed: No	TIR:	0.00
Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000245473	Ronda Kelly	None	None	None	TIR Missed: No	TIR:	0.00
Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000245497	Roman Rubalcava	Print/Copy/Scan/Fax	Incident	None	TIR Missed: Yes	TIR:	2.90
Metro A Desktop Support	Rodney Austin	Workforce Services	Low	Closed	TTR Missed: No	TTR:	3.31
INC000000245500	Nancy Gallegos	Application	Error	None	TIR Missed: No	TIR:	0.75
Metro A Desktop Support	Robert Wall	Workforce Services	Low	Closed	TTR Missed: No	TTR:	2.69
INC000000245509	Helen Thatcher	PC/Laptop	Error	Microsoft Windows XP Professic	TIR Missed: No	TIR:	0.00
Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.78
INC000000245514	Cindy Bertagnolli	Application	Error	Kofax ImageControls	TIR Missed: No	TIR:	0.25
Application Support - Content Mana	Nate Olson	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.25
INC000000245517	Tim Mugridge	Application	Error	Content Manager - Centralized I	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.26
INC000000245533	James Borrowman	Print/Copy/Scan/Fax	None	None	TIR Missed: No	TIR:	0.11
Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.30
INC000000245539	Jasmina Baxter	Application	Error	Acrobat Reader	TIR Missed: No	TIR:	0.00
Metro A Desktop Support	Wayne Higgs	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.29
INC000000245544	Brittany Jones	Application	Error	Internet Explorer	TIR Missed: No	TIR:	0.00
Metro A Desktop Support	Wayne Higgs	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.29
INC000000245547	Nikki Holt	Application	Error	Content Manager	TIR Missed: No	TIR:	0.00
Metro A Desktop Support	Wayne Higgs	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.27
INC000000245568	Debbie Sheldon	Application	Error	Content Manager	TIR Missed: Yes	TIR:	1.15
Metro D North Desktop Support	Don Higgs	Workforce Services	Low	Closed	TTR Missed: No	TTR:	1.73
INC000000245572	Gerald Brown	Application	Error	Java Media Framework	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.20
INC000000245573	Debra Zavala	PC/Laptop	Hardware	None	TIR Missed: No	TIR:	0.00
Metro A Desktop Support	Wayne Higgs	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.14
INC000000245589	Olga Cooper	None	None	None	TIR Missed: Yes	TIR:	3.04
Application Support - EREP IA	Cindy Layton	Workforce Services	Low	Closed	TTR Missed: No	TTR:	3.04
INC000000245594	Randilee Spencer	None	None	None	TIR Missed: No	TIR:	0.00
Application Support - EREP Databa	Cindy Layton	Workforce Services	Low	Closed	TTR Missed: No	TTR:	

Workforce Services

INC000000245595	Jeff Godfrey	None	None	None		TIR Missed: No	TIR:	0.00
	Metro D North Desktop Support	Ruston McKay	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.90
INC000000245596	Cliff Whatcott	Application	Error	Microsoft Word		TIR Missed: No	TIR:	0.00
	Rural South Desktop Support	Lance Nay	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000245598	Victoria Brush	None	None	None		TIR Missed: No	TIR:	0.00
	Application Support - EREP Databa	Cindy Layton	Workforce Services	Low	Closed	TTR Missed: No	TTR:	
INC000000245600	Jennifer Owens	None	None	None		TIR Missed: No	TIR:	0.00
	Application Support - EREP Databa	Cindy Layton	Workforce Services	Low	Closed	TTR Missed: No	TTR:	
INC000000245602	Cliff Whatcott	Application	Error	Microsoft Word		TIR Missed: No	TIR:	0.00
	Rural South Desktop Support	Lance Nay	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000245605	Cliff Whatcott	Application	Error	Microsoft Word		TIR Missed: No	TIR:	0.00
	Rural South Desktop Support	Lance Nay	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000245606	Ryan Betts	None	None	None		TIR Missed: No	TIR:	0.00
	Help Desk	None	Workforce Services	Low	Closed	TTR Missed: No	TTR:	
INC000000245610	Cliff Whatcott	Application	Error	Microsoft Word		TIR Missed: No	TIR:	0.00
	Rural South Desktop Support	Lance Nay	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000245612	Cliff Whatcott	Application	Error	Microsoft Word		TIR Missed: No	TIR:	0.00
	Rural South Desktop Support	Lance Nay	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000245615	Helen Hadad	None	None	None		TIR Missed: No	TIR:	0.00
	Application Support - EREP Databa	Cindy Layton	Workforce Services	Low	Closed	TTR Missed: No	TTR:	
INC000000245618	Shauna Havey	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000245621	Shauna Havey	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000245622	Shauna Havey	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000245625	Shauna Havey	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000245626	Shauna Havey	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000245629	Shauna Havey	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000245631	Shauna Havey	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00

Workforce Services

INC000000245633	Shauna Havey	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000245635	Shauna Havey	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000245638	Shauna Havey	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000245639	Brenda Turner	None	None	None		TIR Missed: Yes	TIR:	1.19
	Metro A Desktop Support	Rodney Austin	Workforce Services	Low	Closed	TTR Missed: No	TTR:	3.15
INC000000245640	Shauna Havey	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000245641	Shauna Havey	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000245642	Karen Larsen	Application	Error	Java Platform SE		TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Medium	Closed	TTR Missed: No	TTR:	0.13
INC000000245645	Shauna Havey	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000245646	Lisa D Dowling	Network	Error	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.00
	Metro D North Desktop Support	Ryan Casey	Workforce Services	Low	Closed	TTR Missed: No	TTR:	2.18
INC000000245647	Kaylee Ashdown	Application	Error	Novell GroupWise		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR:	
INC000000245648	Shauna Havey	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000245649	Simone Ongoongotau	Application	Error	Utah Electronic Resource and E		TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.07
INC000000245650	Joe Edman	PC/Laptop	Hardware	None		TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.05
INC000000245653	Shauna Havey	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000245655	Shauna Havey	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000245658	Shauna Havey	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000245659	Teresa Meyer	PC/Laptop	Hardware	None		TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.04

Workforce Services

INC000000245680	Jody McMillan	Telecom	Feature	None		TIR Missed: No	TIR:	0.16
	Voice Operations	Kelly Johnson	Workforce Services	Medium	Closed	TTR Missed: No	TTR:	0.54
INC000000245695	Roseanna Bills	PC/Laptop	Performance	None		TIR Missed: No	TIR:	0.12
	Metro A Desktop Support	Rodney Austin	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	1.67
INC000000245709	Kendra Prince	Application	Error	None		TIR Missed: No	TIR:	0.00
	Metro D North Desktop Support	Neil Smedley	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.02
INC000000245720	Angela A Hansen	Network	Error	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.24
INC000000245723	Eileen Rivera	PC/Laptop	Error	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000245724	Demetria Keele	Application	Error	None		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000245725	Shauna Havey	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000245727	Shauna Havey	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000245729	Shauna Havey	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000245733	Lucy Johnson	Application	Error	DWS Intranet		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000245740	Diane Zylks	Application	Password	Utah Electronic Resource and E		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.09
INC000000245745	Angela Murphy	Application	Error	DWS Intranet		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.87
INC000000245749	Melinda Bevan	Application	Error	Utah Works Web Site		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.04
INC000000245750	Weston Miller	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000245755	Nancy Sanders	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000245789	Kent Naisbitt	Application	Error	Novell GroupWise		TIR Missed: No	TIR:	0.91
	Application Services	Martin Gonzalez	Workforce Services	Low	Closed	TTR Missed: No	TTR:	5.46
INC000000245790	Dawna Blackett-Lopez	Application	Error	Novell GroupWise 32-bit Windo		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.09

Workforce Services

INC000000245800	Michael Nixon	PC/Laptop	Error	None		TIR Missed: No	TIR:	0.77
	Metro A Desktop Support	Rodney Austin	Workforce Services	Low	Closed	TTR Missed: No	TTR:	3.38
INC000000245805	Teal Davis	Application	Error	Microsoft Windows XP Professic		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.17
INC000000245816	Becky Coats	Application	Error	Computerized Unemployment B		TIR Missed: No	TIR:	0.66
	Metro A Desktop Support	Rodney Austin	Workforce Services	Low	Closed	TTR Missed: No	TTR:	2.69
INC000000245846	Randon Lessing	Application	Password	DWS Intranet		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000245856	Candace Rockwell	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	TIR:	0.00
	Help Desk	Vicky Marrelli	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000245897	Robert Birkinshaw	Application	Error	Microsoft Windows XP Professic		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.50
INC000000245902	Robert Birkinshaw	PC/Laptop	Error	Microsoft Windows XP Professic		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.49
INC000000245903	LaDawn McPherson	Application	Password	Novell GroupWise		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.17
INC000000245908	Dereje Shawl	Application	Error	eFIND/eSHARE		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.18
INC000000245924	Bryan Kessinger	None	None	Novell Messenger		TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Troy Morris	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000245987	Jamie Escobia	Application	Error	Utah Works		TIR Missed: Yes	TIR:	1.75
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed	TTR Missed: No	TTR:	1.75
INC000000246018	Dennie Tsuya	PC/Laptop	Hardware	None		TIR Missed: No	TIR:	0.00
	Rural South Desktop Support	Doug Chaston	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000246025	Jennifer Wright	Remote Connectivity	Performance	None		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.05
INC000000246056	Leslie Shortt	Application	Password	Novell GroupWise		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000246060	Doris Adams	Application	Error	Utah Works		TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Richard Packer	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.11
INC000000246067	Jennifer Reynolds	PC/Laptop	Hardware	None		TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Paul Petersen	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.36
INC000000246071	Kathy Koller	PC/Laptop	Hardware	None		TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Rodney Austin	Workforce Services	Low	Resolved	TTR Missed: Yes	TTR:	9.07

Workforce Services						
INC000000246084	Kaylee Ashdown	Application	None	Novell GroupWise	TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000246085	Jake Gaston	Application	Password	None	TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000246088	Brandon J Johnson	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000246101	Cindy Jones	PC/Laptop	Password	Novell Client for 32-bit Windows	TIR Missed: Yes	TIR: 2.34
	Rural South Desktop Support	Scott Jesienouski	Workforce Services	Low	Closed	TTR Missed: No	TTR: 2.34
INC000000246180	Susan Etzel	None	None	None	TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000246183	Susan Smyth	Application	Error	eFIND/eSHARE	TIR Missed: No	TIR: 0.00
	Rural Central Desktop Support	Richard Packer	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.69
INC000000246187	Patrice West	Print/Copy/Scan/Fax	Error Code	None	TIR Missed: No	TIR: 0.00
	Rural Central Desktop Support	Jeremy Standifird	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.28
INC000000246215	Tawnia Page	PC/Laptop	Performance	None	TIR Missed: Yes	TIR: 3.33
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Closed	TTR Missed: No	TTR: 4.65
INC000000246226	Happi Hansen	Application	Error	Novell GroupWise 32-bit Window	TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.06
INC000000246243	Vivian Brown	None	None	None	TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000246274	Aniara Shields	Application	Reporting	Utah Electronic Resource and E	TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000246281	Cesar Salazar	Application	None	Novell GroupWise	TIR Missed: No	TIR: 0.00
	Rural Central Desktop Support	Richard Packer	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.09
INC000000246309	Kent Naisbitt	Application	Reporting	Novell GroupWise	TIR Missed: No	TIR: 0.60
	Application Services	Martin Gonzalez	Workforce Services	Low	Resolved	TTR Missed: Yes	TTR: 71.71
INC000000246336	Mary Oliver	Application	Reporting	Novell GroupWise	TIR Missed: No	TIR: 0.56
	Rural Central Desktop Support	Richard Packer	Workforce Services	Low	Closed	TTR Missed: No	TTR: 2.22
INC000000246339	Patrick Spencer	PC/Laptop	Password	None	TIR Missed: No	TIR: 0.14
	Rural Central Desktop Support	Richard Packer	Workforce Services	Low	Closed	TTR Missed: No	TTR: 1.76
INC000000246349	Chris Peterson	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000246350	Anna Bettis	Application	Password	Novell GroupWise	TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00

Workforce Services

Incident	Requester	Category	Type	Item	TIR Missed		TIR
INC000000246356	Colby Dalton	Network	None	None	TIR Missed: No		0.02
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.69
INC000000246359	Jolyn Bevan	Application	Error	Microsoft Windows XP Professic	TIR Missed: No		0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	TTR: 1.51
INC000000246377	Cherice Bridges	None	None	IPCC Express	TIR Missed: No		0.00
	Metro D North Desktop Support	Ruston McKay	Workforce Services	Low	Closed	TTR Missed: No	TTR: 1.88
INC000000246384	Mary Ann Bird	PC/Laptop	Error	Novell Client for 32-bit Windows	TIR Missed: No		0.00
	Metro B Help Desk	Val Shepherd	Workforce Services	Low	Closed	TTR Missed: No	TTR: 1.33
INC000000246399	Marina Koker	Application	Error	Microsoft Windows XP Professic	TIR Missed: No		0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.46
INC000000246414	Connie Tidwell	Application	Error	None	TIR Missed: No		0.64
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.64
INC000000246419	Dennis Ige	Application	Error	None	TIR Missed: No		0.61
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.61
INC000000246444	Steve L Hansen	Application	Error	None	TIR Missed: No		0.20
	Metro A Hosting	Jeff Bartholomew	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.20
INC000000246445	Rowena York	Telecom	Voice Mail	Telephone	TIR Missed: No		0.54
	Voice Operations	Gail Christiansen	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.54
INC000000246447	Mary Oliver	Application	Password	Novell GroupWise 32-bit Windo\	TIR Missed: No		0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.04
INC000000246449	Tiffany Hagen	Application	Error	None	TIR Missed: No		0.00
	Metro A Hosting	None	Workforce Services	Low	Closed	TTR Missed: No	TTR:
INC000000246451	Holli Turner	Telecom	Voice Mail	None	TIR Missed: No		0.23
	Voice Operations	Gail Christiansen	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.23
INC000000246455	Jay Hafen	Server	None	None	TIR Missed: No		0.37
	Metro D North Desktop Support	Ryan Casey	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 1.32
INC000000246460	Mary Pannunzio	None	None	None	TIR Missed: No		0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000246464	Rebecca Banner	None	None	None	TIR Missed: No		0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000246466	Jaimie Druk	Network	Error	Novell Client for 32-bit Windows	TIR Missed: No		0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.14
INC000000246467	Linda Lundberg	Telecom	IP	None	TIR Missed: No		0.00
	Help Desk	Brenda Treadway	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00

DTS Enterprise Incident Report

As of **2/1/2011**

Workforce Services

INC000000246468	Rebecca Banner	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000246469	Rebecca Banner	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000246471	Rebecca Banner	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000246472	Rebecca Banner	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000246474	Rebecca Banner	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000246476	Rebecca Banner	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000246477	Rebecca Banner	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000246478	Candace Rockwell	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	TIR:	0.00
	Help Desk	James Stearns	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000246479	Rebecca Banner	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000246482	Rebecca Banner	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000246483	Rebecca Banner	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000246485	Rebecca Banner	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000246487	Rebecca Banner	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000246488	Rebecca Banner	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000246489	Linda Lundberg	Telecom	IP	None		TIR Missed: No	TIR:	0.72
	Voice Operations	Gail Christiansen	Workforce Services	Low	Resolved	TTR Missed: Yes	TTR:	12.94
INC000000246490	Rebecca Banner	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000246492	Rebecca Banner	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00

Workforce Services

INC000000246495	Rebecca Banner	None	None	None		TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000246527	Christina Gale	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000246528	Debbie Torres	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	TIR: 0.00
	Help Desk	James Stearns	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000246530	Verner Iglesias	Application	None	Microsoft Windows XP Professio		TIR Missed: No	TIR: 0.00
	Rural Central Desktop Support	Paul Petersen	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.49
INC000000246541	Mike Asmussen	PC/Laptop	Hardware	None		TIR Missed: No	TIR: 0.00
	Metro A Desktop Support	Rodney Austin	Workforce Services	Low	Resolved	TTR Missed: Yes	TTR: 7.84
INC000000246567	Ernest Ramos	Application	Error	Utah Electronic Resource and E		TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000246580	Weston Miller	Network	None	None		TIR Missed: No	TIR: 0.40
	Voice/Data/WAN Services	Greg Blessing	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.41
INC000000246591	LeAnn Muranaka	None	None	None		TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000246594	LeAnn Muranaka	None	None	None		TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000246598	LeAnn Muranaka	None	None	None		TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000246599	LeAnn Muranaka	None	None	None		TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000246603	LeAnn Muranaka	None	None	None		TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000246618	Tony Dayish	Application	Reporting	Novell GroupWise		TIR Missed: No	TIR: 0.11
	Application Services	Tony Larsen	Workforce Services	Low	Resolved	TTR Missed: Yes	TTR: 42.49
INC000000246624	Kathi Robison	Application	Error	Microsoft Windows XP Professio		TIR Missed: No	TIR: 0.00
	Metro A Desktop Support	Wayne Higgs	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.28
INC000000246636	Heidi R Thomas	Application	Error	Java Platform SE		TIR Missed: No	TIR: 0.00
	Metro A Desktop Support	Wayne Higgs	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.14
INC000000246638	Jody McMillan	None	None	None		TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000246640	Jessica Davison	PC/Laptop	Hardware	None		TIR Missed: No	TIR: 0.00
	Metro A Desktop Support	Wayne Higgs	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.13

Workforce Services

INC000000246641	Jane Broadhead	PC/Laptop	Hardware	None		TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Resolved	TTR Missed: Yes	TTR:	15.07
INC000000246643	Jody McMillan	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000246662	Jody McMillan	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000246663	Jody McMillan	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000246666	Jody McMillan	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000246667	Cindy Jones	Application	Error	Utah Electronic Resource and E		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.22
INC000000246669	Jody McMillan	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000246670	Joyce Burningham	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	TIR:	0.00
	Metro D Help Desk	Doug Brown	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000246681	Melissa Crane	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000246682	Kim Auberger	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000246698	Roseanna Bills	PC/Laptop	Hardware	None		TIR Missed: No	TIR:	0.34
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.35
INC000000246732	Debra Nordfelt	Application	Reporting	Novell GroupWise		TIR Missed: No	TIR:	0.00
	Metro D North Desktop Support	Neil Smedley	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000246733	Janet Romo	None	None	None		TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	None	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000246737	Jane Broadhead	Network	Password	None		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000246738	Jim Mansfield	Network	None	None		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000246739	Sandy L Jensen	None	None	None		TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	None	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000246740	Doug Larsen	None	None	None		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00

Workforce Services

INC000000246742	Jennifer Doxey	None	None	None			TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000246743	Jim Mansfield	None	None	None			TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	None	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000246744	Donna Ferrozzo	None	None	None			TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	None	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000246745	Barbara Hollister	None	None	None			TIR Missed: No	TIR:	0.00
	Metro A Help Desk	None	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000246746	Tasha Brooks	None	None	None			TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	None	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000246749	Anita Kramer	None	None	None			TIR Missed: No	TIR:	0.00
	Metro B Help Desk	Val Shepherd	Workforce Services	Low	Closed		TTR Missed: No	TTR:	
INC000000246751	Jane Broadhead	None	None	None			TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	None	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000246753	Terry MacFarlane	None	None	None			TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	None	Workforce Services	Low	Closed		TTR Missed: No	TTR:	
INC000000246755	Betsy Ray	None	None	None			TIR Missed: No	TIR:	0.00
	Help Desk	None	Workforce Services	Low	Closed		TTR Missed: No	TTR:	
INC000000246758	Evelyn Gonzales	None	None	None			TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000246762	Karen Hess	Application	Error	None			TIR Missed: No	TIR:	0.92
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.92
INC000000246763	Janet Romo	None	None	None			TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000246764	Brittney Hemingway	Application	Error	None			TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed		TTR Missed: No	TTR:	
INC000000246770	Heather Simonson	Application	Error	None			TIR Missed: No	TIR:	0.07
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.07
INC000000246777	Tim Mugridge	Network	Error	Novell Client for 32-bit Windows			TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.05
INC000000246800	Michelle Deprizio	Application	Reporting	None			TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.23
INC000000246802	Karen Quackenbush	Application	Error	Novell GroupWise			TIR Missed: Yes	TIR:	1.72
	Metro A Desktop Support	Rodney Austin	Workforce Services	Low	Closed		TTR Missed: No	TTR:	3.28

Workforce Services

INC000000246803	Tim Olson	Print/Copy/Scan/Fax	Queue	None		TIR Missed:	No	TIR:	0.00
	Rural Central Desktop Support	Jeremy Standifird	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000246813	Twila Anderson	Application	Error	None		TIR Missed:	No	TIR:	0.00
	Application Support - UWORKS	None	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	
INC000000246820	Michelle Viertel	Application	Error	None		TIR Missed:	No	TIR:	0.00
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	
INC000000246823	Wayne Tuttle	Application	None	Microsoft Word		TIR Missed:	No	TIR:	0.00
	Rural South Desktop Support	Lane Adams	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000246827	Alan Hansen	Application	Password	Novell Messenger		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000246835	Jolene Costigan	Network	Performance	None		TIR Missed:	No	TIR:	0.00
	Rural South Desktop Support	Doug Chaston	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000246853	Sarka Dever	Application	Error	None		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.34
INC000000246854	Mary Oliver	Application	Error	None		TIR Missed:	No	TIR:	0.00
	Rural Central Desktop Support	Richard Packer	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.40
INC000000246855	Candace Rockwell	Print/Copy/Scan/Fax	Queue	None		TIR Missed:	No	TIR:	0.00
	Help Desk	Brenda Treadway	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000246859	Denise Sorensen	Network	Password	Novell Client for 32-bit Windows	TIR Missed:	No	TIR:	0.48
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.56
INC000000246891	Liz Lobato	None	None	None		TIR Missed:	No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000246901	Al Contreras	PC/Laptop	Error	None		TIR Missed:	No	TIR:	0.02
	Metro D North Desktop Support	Don Higgs	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.02
INC000000246913	Jolie Bevers	Application	Error	Contributions Automated Tax Sy	TIR Missed:	No	TIR:	0.12
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.38
INC000000246916	Bryan Kessinger	None	None	None		TIR Missed:	No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000246938	Jane Gardner	PC/Laptop	Error	None		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.13
INC000000246955	Alexia Murphy	Application	Error	Utah Works		TIR Missed:	No	TIR:	0.43
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.43
INC000000246960	Weston Miller	None	None	None		TIR Missed:	No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00

Workforce Services

INC000000246966	Wayne Fillmore	None	None	None		TIR Missed: No	TIR:	0.00
Operations Production Control	Christie Burnham	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000246970	Wayne Fillmore	None	None	None		TIR Missed: No	TIR:	0.00
Operations Production Control	Christie Burnham	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000246971	Carilee B Wilson	Application	Error	Utah Works		TIR Missed: No	TIR:	0.40
Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.40
INC000000246972	Jerry Pruitt	PC/Laptop	Hardware	None		TIR Missed: No	TIR:	0.22
Rural South Desktop Support	Meladye Shively	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.22
INC000000246975	Angela White	Application	Error	Utah Works Web Site		TIR Missed: No	TIR:	0.00
Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000246978	Cindy Adams	None	None	None		TIR Missed: No	TIR:	0.00
Operations Production Control	Christie Burnham	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000246987	Bryan Kessinger	None	None	None		TIR Missed: No	TIR:	0.00
Operations Production Control	Christie Burnham	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000246990	Tara Hodges	None	None	None		TIR Missed: No	TIR:	0.00
Operations Production Control	Christie Burnham	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000246996	Bryan Kessinger	None	None	None		TIR Missed: No	TIR:	0.00
Operations Production Control	Christie Burnham	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000247011	Helen Sawyer	Application	Error	Microsoft Windows XP Professic		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed		TTR Missed: No	TTR:	1.37
INC000000247016	Brandi Gunnell	Application	None	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.00
Rural South Desktop Support	Lane Adams	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000247026	Bryan Kessinger	None	None	None		TIR Missed: No	TIR:	0.00
Operations Production Control	Christie Burnham	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000247036	Bryan Kessinger	None	None	None		TIR Missed: No	TIR:	0.00
Operations Production Control	Christie Burnham	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000247054	Koral Vasquez	None	None	None		TIR Missed: No	TIR:	0.00
Operations Production Control	Christie Burnham	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000247058	Koral Vasquez	None	None	None		TIR Missed: No	TIR:	0.00
Operations Production Control	Christie Burnham	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000247112	Melissa Daymont	Application	Error	Novell GroupWise		TIR Missed: No	TIR:	0.47
Application Services	Martin Gonzalez	Workforce Services	Medium	Resolved		TTR Missed: Yes	TTR:	15.48
INC000000247113	Mike Rice	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.04
Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.11

Workforce Services

INC000000247129	Brad Anderson	Application	Error	Microsoft Word		TIR Missed:	No	TIR:	0.00
	Rural Central Desktop Support	Jay Barfuss	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.08
INC000000247130	Gary C Williams	PC/Laptop	Hardware	None		TIR Missed:	Yes	TIR:	3.68
	Metro B Desktop Support	Gary Graham	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	3.68
INC000000247154	Sheryl Nisely	Application	Error	Collection Management System		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.25
INC000000247158	Al Contreras	Network	Password	Novell Client for 32-bit Windows		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.05
INC000000247168	Kevin Burt	None	None	None		TIR Missed:	No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000247171	Blake Bingham	Network	Performance	None		TIR Missed:	No	TIR:	0.00
	Rural South Desktop Support	Meladye Shively	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.95
INC000000247174	Kathy Randle	None	None	None		TIR Missed:	No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000247185	Matthew Larson	None	None	None		TIR Missed:	No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000247196	Helen Sawyer	Application	Error	Utah Works		TIR Missed:	No	TIR:	0.00
	Rural South Desktop Support	Doug Chaston	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	1.71
INC000000247216	Lyn Frohlich	Print/Copy/Scan/Fax	Incident	None		TIR Missed:	Yes	TIR:	2.65
	Metro A Desktop Support	Rodney Austin	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	2.92
INC000000247231	Dave Brown	None	None	None		TIR Missed:	No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000247234	Terri L Garcia	PC/Laptop	Performance	None		TIR Missed:	No	TIR:	0.00
	Metro A Desktop Support	Wayne Higgs	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.17
INC000000247235	Dave Brown	Application	Error	None		TIR Missed:	No	TIR:	0.16
	Rural South Desktop Support	Scott Jesienouski	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.16
INC000000247237	Cristina Hight	PC/Laptop	Performance	None		TIR Missed:	No	TIR:	0.00
	Metro A Desktop Support	Wayne Higgs	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.12
INC000000247247	Lynette Baker	Application	Error	Utah Works		TIR Missed:	No	TIR:	0.81
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.81
INC000000247248	Ashley Baker	None	None	None		TIR Missed:	Yes	TIR:	2.00
	Metro A Desktop Support	Mike Beynon	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	2.00
INC000000247251	Mike Cook	Application	None	Content Manager		TIR Missed:	No	TIR:	0.10
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.27

Workforce Services

INC000000247254	Dave Brown	Application	Password	Action Request System		TIR Missed: Yes	TIR:	2.95
Internal Application Development ai	Beth Hendricks	Workforce Services	Low		Resolved	TTR Missed: Yes	TTR:	7.02
INC000000247287	Kathleen Leiker	None	None	None		TIR Missed: No	TIR:	0.00
Operations Production Control	Christie Burnham	Workforce Services	Low		Closed	TTR Missed: No	TTR:	0.00
INC000000247312	Patricia Rose	Application	Password	Novell GroupWise		TIR Missed: No	TIR:	0.64
Metro A Help Desk	Ed Conrad	Workforce Services	Low		Resolved	TTR Missed: No	TTR:	2.80
INC000000247337	Kathleen Leiker	None	None	None		TIR Missed: No	TIR:	0.00
Operations Production Control	Christie Burnham	Workforce Services	Low		Closed	TTR Missed: No	TTR:	0.00
INC000000247340	Jacoy Richens	None	None	None		TIR Missed: No	TIR:	0.00
Operations Production Control	Christie Burnham	Workforce Services	Low		Closed	TTR Missed: No	TTR:	0.00
INC000000247349	Kathleen Leiker	None	None	None		TIR Missed: No	TIR:	0.00
Operations Production Control	Christie Burnham	Workforce Services	Low		Closed	TTR Missed: No	TTR:	0.00
INC000000247366	Weston Miller	None	None	None		TIR Missed: No	TIR:	0.00
Operations Production Control	Christie Burnham	Workforce Services	Low		Closed	TTR Missed: No	TTR:	0.00
INC000000247372	Mary Pannunzio	None	None	None		TIR Missed: No	TIR:	0.00
Operations Production Control	Christie Burnham	Workforce Services	Low		Closed	TTR Missed: No	TTR:	0.00
INC000000247377	Andy Platt	Application	None	Novell GroupWise		TIR Missed: Yes	TIR:	1.03
Metro A Help Desk	Liz Evans	Workforce Services	Low		Closed	TTR Missed: No	TTR:	1.03
INC000000247385	Matthew Larson	None	None	None		TIR Missed: No	TIR:	0.00
Operations Production Control	Christie Burnham	Workforce Services	Low		Closed	TTR Missed: No	TTR:	0.00
INC000000247400	Greg Blue	None	None	Novell GroupWise		TIR Missed: No	TIR:	0.00
Metro D North Desktop Support	Ruston McKay	Workforce Services	Low		Closed	TTR Missed: No	TTR:	1.70
INC000000247401	Mary Pannunzio	None	None	None		TIR Missed: No	TIR:	0.00
Operations Production Control	Christie Burnham	Workforce Services	Low		Closed	TTR Missed: No	TTR:	0.00
INC000000247403	Mary Pannunzio	None	None	None		TIR Missed: No	TIR:	0.00
Operations Production Control	Christie Burnham	Workforce Services	Low		Closed	TTR Missed: No	TTR:	0.00
INC000000247418	Leslie Henderson	PC/Laptop	Password	None		TIR Missed: No	TIR:	0.15
Metro A Desktop Support	Robert Wall	Workforce Services	Low		Closed	TTR Missed: No	TTR:	0.70
INC000000247434	Leeann Madsen	Application	Error	Adobe Flash		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Ed Conrad	Workforce Services	Low		Closed	TTR Missed: No	TTR:	0.14
INC000000247441	Jolyn Bevan	Application	None	Novell GroupWise		TIR Missed: No	TIR:	0.00
Metro B Help Desk	Janet Hongsyvilay	Workforce Services	Low		Closed	TTR Missed: No	TTR:	0.06
INC000000247454	Cherice Bridges	None	None	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.00
Metro D North Desktop Support	Ruston McKay	Workforce Services	Low		Closed	TTR Missed: No	TTR:	1.28

Workforce Services

INC000000247457	June Bradfield	None	None	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.00
	Metro D North Desktop Support	Ruston McKay	Workforce Services	Low	Closed	TTR Missed: No	TTR: 1.25
INC000000247517	Jolyn Bevan	None	None	None	TIR Missed: No	TIR:	0.00
	Metro B Desktop Support	Gary Graham	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.06
INC000000247629	Karen Thomas	Application	Password	Content Manager - Centralized	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.12
INC000000247639	Jolyn Bevan	None	None	None	TIR Missed: No	TIR:	0.00
	Metro B Desktop Support	Gary Graham	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.06
INC000000247646	Alyshia Jenkins	PC/Laptop	Hardware	None	TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Nancy Hachmeister	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000247648	Norman Keith	PC/Laptop	Hardware	None	TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Nancy Hachmeister	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000247673	Gachi Guet	Application	Error	None	TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Nancy Hachmeister	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000247676	Christina Dahn	Application	Error	None	TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Nancy Hachmeister	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000247677	Ler Wah	Application	Error	None	TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Nancy Hachmeister	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000247678	Frank Trivino	Application	Error	None	TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Nancy Hachmeister	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000247680	Rebecca Ntshalintshali	Application	Error	None	TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Nancy Hachmeister	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000247692	Phay Panh	PC/Laptop	Error	None	TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Nancy Hachmeister	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000247697	Rick Brenkmann	Application	Error	None	TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Nancy Hachmeister	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000247700	Jenny Kehr	Application	Error	None	TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Nancy Hachmeister	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000247704	Lara Rudloff	Application	Error	None	TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Nancy Hachmeister	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000247707	Cynthia McDaniel	Application	None	ZENworks for Desktops	TIR Missed: No	TIR:	0.00
	Rural South Desktop Support	Lance Nay	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000247709	Brandon Street	Application	None	ZENworks for Desktops	TIR Missed: No	TIR:	0.00
	Rural South Desktop Support	Lance Nay	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00

Workforce Services

INC000000247715	Lela King	Application	None	ZENworks for Desktops		TIR Missed: No	TIR:	0.00
	Rural South Desktop Support	Lance Nay	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000247716	Weston Miller	Application	Error	None		TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Nancy Hachmeister	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000247721	Gachi Guet	Application	Error	None		TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Nancy Hachmeister	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000247724	Candace Rockwell	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	TIR:	0.00
	Help Desk	Eileen Dubach	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000247742	Natalie Knudson	Application	Error	Microsoft Windows XP Professic		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.02
INC000000247761	Laurie Johnson	Application	Password	Utah Electronic Resource and E		TIR Missed: No	TIR:	0.00
	Application Support - EREP IA	Jennifer Maynes	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000247770	David Ingersoll	Application	Password	Utah Master Directory		TIR Missed: No	TIR:	0.00
	Help Desk	Brenda Treadway	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000247829	Bill Starks	Network	Incident	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.35
	Metro A Hosting	Keith Scholl	Workforce Services	High	Closed	TTR Missed: No	TTR:	0.61
INC000000247863	Joe Edman	PC/Laptop	Hardware	None		TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000247864	Melissa Daymont	Application	Error	Novell GroupWise		TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000247889	Randilee Dowland	None	None	None		TIR Missed: No	TIR:	0.00
	Application Support - EREP IA	Jennifer Maynes	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000247917	Dawn Lay	PC/Laptop	None	None		TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	None	Workforce Services	Medium	Resolved	TTR Missed: No	TTR:	0.00
INC000000247921	Tracy Harris-Belnap	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000247923	Terry MacFarlane	PC/Laptop	None	None		TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	None	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000247927	Darci Burnett	PC/Laptop	None	None		TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	None	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000247929	Robert Kelley	PC/Laptop	None	None		TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	None	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000247930	Marlene Seedall	PC/Laptop	None	None		TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	None	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	

Workforce Services

INC000000247934	Barbara Hollister	PC/Laptop	None	None		TIR Missed:	No	TIR:	0.00
	Metro A Desktop Support	None	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	
INC000000247935	Cassy Hahn	Server	Error	None		TIR Missed:	No	TIR:	0.00
	Metro A Desktop Support	Mike Wilde	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.04
INC000000247937	Linda Church	PC/Laptop	None	None		TIR Missed:	No	TIR:	0.00
	Metro A Desktop Support	None	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000247938	Scott Jensen	Network	None	None		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000247939	Eileen Schroeder	PC/Laptop	None	None		TIR Missed:	No	TIR:	0.00
	Metro A Desktop Support	None	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000247940	Anita Kramer	PC/Laptop	None	None		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000247945	Jolie Bevers	Network	Error	None		TIR Missed:	No	TIR:	0.00
	Help Desk	Brenda Treadway	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000247953	Terry MacFarlane	None	None	None		TIR Missed:	No	TIR:	0.00
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000247958	Cathy Maynard	Print/Copy/Scan/Fax	Incident	None		TIR Missed:	Yes	TIR:	2.56
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	2.57
INC000000247974	Laurie Wittwer	Application	Password	DB2 Query Management Facility	TIR Missed:	No	TIR:	0.39
	Metro B Help Desk	Janet Hongsyvilay	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.43
INC000000247976	Bridget Goldsberry	Network	Error	Microsoft Windows XP Professic	TIR Missed:	No	TIR:	0.08
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.16
INC000000247990	Jolene Costigan	Network	None	None		TIR Missed:	No	TIR:	0.34
	Rural South Desktop Support	Doug Chaston	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.34
INC000000247992	Vicki Hiett	Application	Error	None		TIR Missed:	No	TIR:	0.56
	Application Support - UWORKS	Jeff Pryor	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	4.92
INC000000247999	Patricia Rose	Application	Password	Novell GroupWise		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000248003	Randi Bell	Telecom	Dial Tone	Telephone		TIR Missed:	No	TIR:	0.13
	Voice Operations	Annette Nielsen	Workforce Services	High	Resolved	TTR Missed:	No	TTR:	0.13
INC000000248012	Bettina Smith	Network	Error	Microsoft Windows XP Professic	TIR Missed:	No	TIR:	0.00
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	1.26
INC000000248013	Michael A Mills	Application	Error	Utah Works		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.18

Workforce Services

INC000000248022	Lisa C Peterson	PC/Laptop	Performance	None		TIR Missed: No	TIR:	0.67
Metro D North Desktop Support	Neil Smedley	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.67
INC000000248026	Judy Gardner	Network	Error	Microsoft Windows XP Professic	TIR Missed: No	TIR:	0.00
Metro A Desktop Support	Robert Wall	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	1.11
INC000000248030	Doris Robinson	Application	Error	DWS Intranet	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000248042	Randi Carter	Network	Error	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	3.03
INC000000248056	Mary Ann Keefer	Application	Error	eFIND/eSHARE	TIR Missed: No	TIR:	0.03
Technical Lead/Project Manager	James Kammeyer	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.03
INC000000248067	Karen Quackenbush	Print/Copy/Scan/Fax	Incident	None	TIR Missed: Yes	TIR:	1.81
Metro A Desktop Support	Robert Wall	Workforce Services	Low	Resolved	TTR Missed: Yes	TTR:	9.74
INC000000248069	Linda Hansen	Network	Incident	None	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000248071	Nichole Pusey	Application	Error	eFIND/eSHARE	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000248074	Stacy Neal	Application	Error	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.45
INC000000248083	Terry MacFarlane	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	TIR:	0.76
Metro A Desktop Support	Robert Wall	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	1.66
INC000000248085	Tricia Cox	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.12
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.12
INC000000248089	Gaylene Pebley	None	None	None	TIR Missed: No	TIR:	0.00
Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000248108	Michelle Meyer	Network	Error	Novell Client for 32-bit Windows	TIR Missed: Yes	TIR:	1.53
Metro A Desktop Support	Robert Wall	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	2.52
INC000000248120	Karen Ojeda	Application	Error	eFIND/eSHARE	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000248126	Bryan Kessinger	None	None	None	TIR Missed: No	TIR:	0.00
Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000248134	Mike Miller	Application	Reporting	Microsoft Excel	TIR Missed: No	TIR:	0.11
Metro A Desktop Support	Robert Wall	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.54
INC000000248149	Raylyn Tucker	Application	Reporting	Kofax ImageControls	TIR Missed: No	TIR:	0.82
Application Support - Conten Man Randall Ottesen	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.82

Workforce Services

INC000000248153	Dawna Blackett-Lopez	Application	Error	Novell GroupWise 32-bit Window	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.21
INC000000248178	Sheryl Nisely	Application	Error	None	TIR Missed: Yes	TIR:	7.23
Application Support - UWORKS	Jeff Pryor	Workforce Services	Low	Resolved	TTR Missed: Yes	TTR:	7.23
INC000000248249	Janice Nelson	PC/Laptop	Performance	Microsoft Windows XP Professic	TIR Missed: Yes	TIR:	1.39
Rural South Desktop Support	Jeremy Standifird	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	2.54
INC000000248253	Gene Applonie	PC/Laptop	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.36
INC000000248256	CindaLee Hall	Remote Connectivity	Performance	None	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.26
INC000000248264	Wendy L Smith	Network	Error	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.04
INC000000248268	Melissa Romero-McKean	Application	Password	Utah Works	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.13
INC000000248285	Arlene Beckstead	Print/Copy/Scan/Fax	Incident	Medicaid Managed Information	TIR Missed: Yes	TIR:	2.81
Application Support - MMIS	John Campbell	Workforce Services	Low	Resolved	TTR Missed: Yes	TTR:	8.28
INC000000248335	Brenda Gallegos	Application	Error	Utah Works	TIR Missed: No	TIR:	0.61
Application Support - UWORKS	Eric Strong	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.61
INC000000248337	Roman Rubalcava	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	TIR:	0.00
Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	1.88
INC000000248353	Toni C Ansel	None	None	None	TIR Missed: No	TIR:	0.00
Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000248355	Toni C Ansel	None	None	None	TIR Missed: No	TIR:	0.00
Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000248357	Toni C Ansel	None	None	None	TIR Missed: No	TIR:	0.00
Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000248358	Toni C Ansel	None	None	None	TIR Missed: No	TIR:	0.00
Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000248360	Toni C Ansel	None	None	None	TIR Missed: No	TIR:	0.00
Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000248362	Angela A Hansen	Network	Error	None	TIR Missed: No	TIR:	0.96
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.96
INC000000248363	Toni C Ansel	None	None	None	TIR Missed: No	TIR:	0.00
Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00

Workforce Services

INC000000248366	Sonya Erickson	Network	Performance	None	TIR Missed: No	TIR:	0.00
Rural South Desktop Support	Scott Jesienouski	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.30
INC000000248386	Alisha Clark	Application	Error	Content Manager - Centralized	TIR Missed: No	TIR:	0.00
Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Resolved	TTR Missed: Yes	TTR:	9.52
INC000000248404	Lela King	Application	None	Microsoft Windows XP Professic	TIR Missed: No	TIR:	0.00
Rural South Desktop Support	Lance Nay	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000248416	Bryan Kessinger	None	None	None	TIR Missed: No	TIR:	0.00
Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000248425	Susan Munk	Application	None	Microsoft Windows XP Professic	TIR Missed: No	TIR:	0.00
Rural South Desktop Support	Lance Nay	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000248430	Terri Waters	Application	None	Microsoft Windows XP Professic	TIR Missed: No	TIR:	0.00
Rural South Desktop Support	Lance Nay	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000248445	Melissa Romero-McKean	None	None	None	TIR Missed: No	TIR:	0.00
Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000248467	Angela A Hansen	Network	Error	Microsoft Windows XP Professic	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.26
INC000000248471	Kris Springer	None	None	None	TIR Missed: No	TIR:	0.00
Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000248501	Stephanie Harding	Application	Error	eFIND/eSHARE	TIR Missed: No	TIR:	0.12
Application Support - EFIND	Laurie Meriwether	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.24
INC000000248502	Lisa C Peterson	Application	Error	eFIND/eSHARE	TIR Missed: No	TIR:	0.00
Application Support - EFIND	Laurie Meriwether	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	
INC000000248517	Trish West	Application	Error	eFIND/eSHARE	TIR Missed: No	TIR:	0.40
Application Support - EFIND	Laurie Meriwether	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.40
INC000000248518	Colleen Fitzgerald	Telecom	None	None	TIR Missed: No	TIR:	0.33
Voice Operations	Kelly Johnson	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.86
INC000000248521	Pam Malone	Application	Error	Content Manager - Centralized	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	3.52
INC000000248532	Chris Holman	Application	Error	eFIND/eSHARE	TIR Missed: No	TIR:	0.00
Application Support - EFIND	None	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	
INC000000248533	Shontelle White	Print/Copy/Scan/Fax	Queue	Microsoft Windows XP Professic	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.25
INC000000248539	Stephanie Harding	Application	Error	eFIND/eSHARE	TIR Missed: No	TIR:	0.00
Application Support - EFIND	None	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	

Workforce Services

INC000000248540	Verlin Christensen	Application	Error	ActiveX Manager	TIR Missed: No	TIR:	0.00
Help Desk	Vicky Marrelli	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.54
INC000000248543	Jackie Dalton	Mainframe	Error	Office of Recovery Services Infc	TIR Missed: Yes	TIR:	1.68
Metro A Desktop Support	Wayne Higgs	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	5.60
INC000000248544	Leonardo A Gramajo	Application	Error	eFIND/eSHARE	TIR Missed: No	TIR:	0.00
Application Support - EFIND	None	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	
INC000000248545	Karen Larsen	None	None	None	TIR Missed: No	TIR:	0.00
Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000248550	Debbie Westbroek	None	None	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.00
Metro D North Desktop Support	Ruston McKay	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	4.33
INC000000248563	Shanna Long	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.46
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	1.77
INC000000248569	Brandon Street	Application	None	Microsoft Windows XP Professic	TIR Missed: No	TIR:	0.00
Rural South Desktop Support	Lance Nay	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000248570	Paula Story	Application	None	Microsoft Windows XP Professic	TIR Missed: No	TIR:	0.00
Rural South Desktop Support	Lance Nay	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000248573	Lauren Barker	Application	None	Microsoft Windows XP Professic	TIR Missed: No	TIR:	0.00
Rural South Desktop Support	Lance Nay	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000248574	Sumiko Anderson	Network	Error	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.07
INC000000248576	Karen Quackenbush	PC/Laptop	Hardware	None	TIR Missed: Yes	TIR:	1.29
Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	2.11
INC000000248578	Michael A Mills	Application	None	Microsoft Windows XP Professic	TIR Missed: No	TIR:	0.00
Rural South Desktop Support	Lance Nay	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000248584	Karen Shepherd	Application	None	Microsoft Windows XP Professic	TIR Missed: No	TIR:	0.00
Rural South Desktop Support	Lance Nay	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000248587	Terresa L Graham	Network	Performance	Microsoft Windows XP Professic	TIR Missed: No	TIR:	0.00
Metro A Hosting	Tom Carney	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	1.02
INC000000248605	Jared Henricksen	Print/Copy/Scan/Fax	None	None	TIR Missed: No	TIR:	0.00
Rural Central Desktop Support	Paul Petersen	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	2.01
INC000000248606	Kristi Manseau	Application	None	Microsoft Windows XP Professic	TIR Missed: No	TIR:	0.00
Rural Central Desktop Support	Paul Petersen	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	4.15
INC000000248609	Carilee B Wilson	Application	Error	Utah Works	TIR Missed: No	TIR:	0.50
Application Support - UWORKS	Eric Strong	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.50

Workforce Services

| INC000000248614 | Brad V Bailey | PC/Laptop | Error | Microsoft Windows XP Professic | TIR Missed: No | TIR: | 0.00 |
| | Metro D North Desktop Support | Don Higgs | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 3.82 |

| INC000000248622 | Raylyn Tucker | None | None | None | TIR Missed: Yes | TIR: | 1.04 |
| | Metro A Desktop Support | Mike Beynon | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 1.04 |

| INC000000248628 | Denise Sorensen | PC/Laptop | Error | Microsoft Windows XP Professic | TIR Missed: No | TIR: | 0.00 |
| | Metro A Help Desk | Ed Conrad | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 1.06 |

| INC000000248643 | Karen Quackenbush | Telecom | Voice Mail | None | TIR Missed: No | TIR: | 0.07 |
| | Voice Operations | Annette Nielsen | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.23 |

| INC000000248647 | Karen Quackenbush | Telecom | Voice Mail | None | TIR Missed: No | TIR: | 0.04 |
| | Voice Operations | Annette Nielsen | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.18 |

| INC000000248656 | Dereje Shawl | Application | Error | Utah Electronic Resource and E | TIR Missed: No | TIR: | 0.00 |
| | Metro A Help Desk | Ed Conrad | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.18 |

| INC000000248656 | Dereje Shawl | Application | Error | Utah Electronic Resource and E | TIR Missed: No | TIR: | 0.00 |
| | Metro A Help Desk | Ed Conrad | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.00 |

| INC000000248656 | Dereje Shawl | Application | Error | Utah Electronic Resource and E | TIR Missed: No | TIR: | 0.00 |
| | Metro A Help Desk | Ed Conrad | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.18 |

| INC000000248656 | Dereje Shawl | Application | Error | Utah Electronic Resource and E | TIR Missed: No | TIR: | 0.00 |
| | Metro A Help Desk | Ed Conrad | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.00 |

| INC000000248669 | Cindy Bertagnolli | None | None | None | TIR Missed: No | TIR: | 0.89 |
| | Metro A Desktop Support | Mike Beynon | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.90 |

| INC000000248709 | Wendy Meyer | Application | Error | Content Manager | TIR Missed: No | TIR: | 0.00 |
| | Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 1.01 |

| INC000000248713 | Carilee B Wilson | Application | Error | Utah Works | TIR Missed: Yes | TIR: | 1.76 |
| | Application Support - UWORKS | Jeff Pryor | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 1.76 |

| INC000000248721 | JaNea Lund | Application | Error | Utah Works | TIR Missed: Yes | TIR: | 1.42 |
| | Application Support - UWORKS | Eric Strong | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 1.42 |

| INC000000248723 | Juri Strong | Application | None | Microsoft Windows XP Professic | TIR Missed: No | TIR: | 0.00 |
| | Rural South Desktop Support | Lance Nay | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.00 |

| INC000000248724 | Chris Baker | Network | Password | Novell Client for 32-bit Windows | TIR Missed: No | TIR: | 0.00 |
| | Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.00 |

| INC000000248726 | Loraine Martin | Application | Error | Utah Works | TIR Missed: Yes | TIR: | 1.55 |
| | Application Support - UWORKS | Eric Strong | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 1.55 |

| INC000000248728 | Melanie Curtis | Application | None | Microsoft Windows XP Professic | TIR Missed: No | TIR: | 0.00 |
| | Rural South Desktop Support | Lance Nay | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.00 |

Workforce Services

| INC000000248730 | Rebecca Hatch | Application | None | Microsoft Windows XP Professic | TIR Missed: No | TIR: | 0.00 |
| | Rural South Desktop Support | Lance Nay | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.00 |

| INC000000248732 | Karen Quackenbush | Telecom | Voice Mail | Telephone | TIR Missed: No | TIR: | 0.43 |
| | Voice Operations | Kelly Johnson | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 1.13 |

| INC000000248733 | Dirk Dopp | Application | None | Microsoft Windows XP Professic | TIR Missed: No | TIR: | 0.00 |
| | Rural South Desktop Support | Lance Nay | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.00 |

| INC000000248735 | Traci Cahill | Application | None | Microsoft Windows XP Professic | TIR Missed: No | TIR: | 0.00 |
| | Rural South Desktop Support | Lance Nay | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.00 |

| INC000000248737 | Shunda Pope | Application | None | Microsoft Windows XP Professic | TIR Missed: No | TIR: | 0.00 |
| | Rural South Desktop Support | Lance Nay | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.00 |

| INC000000248739 | Audrey M Curtis | Print/Copy/Scan/Fax | Queue | None | TIR Missed: No | TIR: | 0.00 |
| | Help Desk | James Stearns | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.00 |

| INC000000248740 | Steven Jenson | Application | None | Microsoft Windows XP Professic | TIR Missed: No | TIR: | 0.00 |
| | Rural South Desktop Support | Lance Nay | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.00 |

| INC000000248742 | Gachi Guet | None | None | None | TIR Missed: No | TIR: | 0.00 |
| | Metro A Hosting | None | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | |

| INC000000248744 | Kimberly Washburn | Application | None | Microsoft Windows XP Professic | TIR Missed: No | TIR: | 0.00 |
| | Rural South Desktop Support | Lance Nay | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.00 |

| INC000000248751 | Sonya Erickson | Application | Error | Content Manager | TIR Missed: No | TIR: | 0.59 |
| | Application Support - Content Mana | Randall Ottesen | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.59 |

| INC000000248756 | Darren Sheffer | Application | None | Microsoft Windows XP Professic | TIR Missed: No | TIR: | 0.00 |
| | Rural South Desktop Support | Lance Nay | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.00 |

| INC000000248761 | Karen Gardner | None | None | None | TIR Missed: No | TIR: | 0.13 |
| | Metro A Hosting | Jeff Bartholomew | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.13 |

| INC000000248766 | Jennifer Herbert | Network | None | None | TIR Missed: No | TIR: | 0.00 |
| | Rural Central Desktop Support | Paul Petersen | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.20 |

| INC000000248770 | Sharen Welsh | Application | Error | Utah Works | TIR Missed: No | TIR: | 0.00 |
| | Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.00 |

| INC000000248772 | Ryan C Johnson | Application | None | Microsoft Windows XP Professic | TIR Missed: No | TIR: | 0.00 |
| | Rural South Desktop Support | Lance Nay | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.00 |

| INC000000248773 | Lyndie Degraw | Application | None | Microsoft Windows XP Professic | TIR Missed: No | TIR: | 0.00 |
| | Rural South Desktop Support | Lance Nay | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.00 |

| INC000000248793 | Keith Collinwood | Application | Reporting | Utah Works | TIR Missed: No | TIR: | 0.99 |
| | Application Support - UWORKS | Eric Strong | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.99 |

Workforce Services						

INC000000248808	Terresa L Graham	PC/Laptop	Performance	None	TIR Missed: No	TIR: 0.46
Metro A Desktop Support	Wayne Higgs	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.48
INC000000248815	Forest Turner	Application	None	Microsoft Windows XP Professic	TIR Missed: No	TIR: 0.00
Rural South Desktop Support	Lance Nay	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000248819	Wayne Fillmore	Application	None	Microsoft Windows XP Professic	TIR Missed: No	TIR: 0.00
Rural South Desktop Support	Lance Nay	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000248821	Cathy Bell	Application	None	Microsoft Windows XP Professic	TIR Missed: No	TIR: 0.00
Rural South Desktop Support	Lance Nay	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000248824	Darrin Jenson	Application	None	Microsoft Windows XP Professic	TIR Missed: No	TIR: 0.00
Rural South Desktop Support	Lance Nay	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000248826	Cynthia McDaniel	Application	None	Microsoft Windows XP Professic	TIR Missed: No	TIR: 0.00
Rural South Desktop Support	Lance Nay	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000248828	Jared Fowers	Application	Password	Prehospital On Line Active Repc	TIR Missed: No	TIR: 0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000248835	Doug Miller	Application	Error	None	TIR Missed: No	TIR: 0.75
Application Support - UWORKS	Eric Strong	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.75
INC000000248845	Michelle Deprizio	Application	None	Novell GroupWise	TIR Missed: No	TIR: 0.00
Application Services	Martin Gonzalez	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.05
INC000000248851	Wendy Rosenthal	Application	Error	PGP	TIR Missed: No	TIR: 0.52
Rural South Desktop Support	Scott Jesienouski	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 1.35
INC000000248853	Maira Lesa	PC/Laptop	Virus	Microsoft Windows XP Professic	TIR Missed: No	TIR: 0.00
Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.09
INC000000248858	Dorothy Hall	None	None	None	TIR Missed: No	TIR: 0.00
Metro A Desktop Support	Robert Wall	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.04
INC000000248862	Joe Edman	Application	Error	Novell Messenger	TIR Missed: No	TIR: 0.00
Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.03
INC000000248868	Holli Turner	Telecom	Voice Mail	None	TIR Missed: No	TIR: 0.56
Voice Operations	Annette Nielsen	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 1.02
INC000000248911	Michele White-Milgate	Application	Reporting	Novell GroupWise	TIR Missed: No	TIR: 0.54
Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.54
INC000000248917	Jeff Lesueur	Application	Error	Content Manager	TIR Missed: No	TIR: 0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000248929	Shawna Werner	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR: 0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.00

Workforce Services

INC000000248944	Michele White-Milgate	Application	Error	Utah Electronic Resource and E	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000248945	Timothy Dye	Application	Error	JavaPC		TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.04
INC000000248961	Debbie Sheldon	Application	Error	Acrobat Reader		TIR Missed: Yes	TIR:	1.48
	Metro D North Desktop Support	Don Higgs	Workforce Services	Low	Closed	TTR Missed: No	TTR:	3.15
INC000000248967	Verlin Christensen	PC/Laptop	Performance	None		TIR Missed: No	TIR:	0.02
	Metro B Desktop Support	Gary Graham	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.02
INC000000248981	Sheryl Nisely	Application	Error	Microsoft Word		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	1.88
INC000000248984	Tracy Lindquist	Application	Password	Novell GroupWise		TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Jeremy Standifird	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000248995	Janet Gale	Print/Copy/Scan/Fax	Paper Jam	None		TIR Missed: No	TIR:	0.50
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.52
INC000000249012	Greg Paras	Application	Password	None		TIR Missed: Yes	TIR:	1.24
	Application Support - YODA	Trent Ady	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	1.24
INC000000249017	Sandra Davis	None	None	None		TIR Missed: No	TIR:	0.62
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.62
INC000000249022	Lois Jones	None	None	None		TIR Missed: No	TIR:	0.51
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.51
INC000000249042	Connie Perez	Application	Password	Utah Master Directory		TIR Missed: No	TIR:	0.01
	Help Desk	James Stearns	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.01
INC000000249063	Vickie Olsen	Application	Error	None		TIR Missed: Yes	TIR:	1.70
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	2.34
INC000000249074	Heidi Torres	Application	Error	Kofax ImageControls		TIR Missed: No	TIR:	0.00
	Application Support - Content Mana	Nate Olson	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	1.18
INC000000249076	Evan Loveless	Application	Error	Microsoft Windows XP Professio	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	1.06
INC000000249080	Blake Bingham	Network	Incident	None		TIR Missed: Yes	TIR:	1.83
	Rural South Desktop Support	Cheri Oldham	Workforce Services	Medium	Resolved	TTR Missed: No	TTR:	1.83
INC000000249084	Andy Platt	Network	Error	None		TIR Missed: Yes	TIR:	1.76
	Rural South Desktop Support	Cheri Oldham	Workforce Services	High	Resolved	TTR Missed: No	TTR:	1.76
INC000000249085	Connie Perez	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.71

DTS Enterprise Incident Report
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Workforce Services

INC000000249089	Shawna Werner	Application	Password	Novell GroupWise	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000249093	Karen Quackenbush	Application	Password	Contributions Automated Tax Sy	TIR Missed: No	TIR:	0.05
	Application Support - CATS IV	Janice Folsom	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.67
INC000000249110	Amanda Matravers	Network	Performance	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Jay Barfuss	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.19
INC000000249135	Lindsey Caffall-Davis	PC/Laptop	Hardware	None	TIR Missed: No	TIR:	0.07
	Metro A Desktop Support	Wayne Higgs	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.08
INC000000249137	Barbara Garcia	Telecom	Dial Tone	None	TIR Missed: Yes	TIR:	1.39
	Network Operations	Brian Chatwin	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	2.97
INC000000249151	Gary C Williams	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000249160	Mary Ann Bird	Application	Password	Utah Master Directory	TIR Missed: No	TIR:	0.13
	Help Desk	James Stearns	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.13
INC000000249162	Gail Boyd	Application	Error	Microsoft Excel	TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Rodney Austin	Workforce Services	Low	Resolved	TTR Missed: Yes	TTR:	6.20
INC000000249166	Ashley Baker	None	None	None	TIR Missed: Yes	TIR:	1.99
	Metro A Desktop Support	Mike Beynon	Workforce Services	Low	Resolved	TTR Missed: Yes	TTR:	6.46
INC000000249174	Gary C Williams	Application	Password	Novell Messenger	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000249180	Spencer Larsen	Application	Error	Contributions Automated Tax Sy	TIR Missed: No	TIR:	0.00
	Application Support - CATS IV	Janice Folsom	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	5.59
INC000000249181	Rachel Gehring	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	TIR:	0.00
	Metro B Help Desk	Janet Hongsyvilay	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.02
INC000000249183	Michelle Beebe	Application	Reporting	None	TIR Missed: No	TIR:	0.51
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	2.79
INC000000249185	Dana Martinez	PC/Laptop	Error	None	TIR Missed: No	TIR:	0.51
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Resolved	TTR Missed: Yes	TTR:	6.78
INC000000249187	Pam Malone	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.03
INC000000249207	Mary Ann Bird	Application	Password	Utah Master Directory	TIR Missed: No	TIR:	0.19
	Help Desk	James Stearns	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.32
INC000000249217	Gary C Williams	Application	Error	Utah Works	TIR Missed: No	TIR:	0.00
	Metro B Desktop Support	Gary Graham	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	2.91

Workforce Services

INC000000249238	Mary McConaughy	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000249239	Jocelyn Juber	None	None	None		TIR Missed: Yes	TIR:	9.38
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Resolved	TTR Missed: Yes	TTR:	9.38
INC000000249250	Scott A Stephens	Application	Error	Novell GroupWise 32-bit Windov		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.07
INC000000249278	Stacie A Johnson	PC/Laptop	Hardware	None		TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Colin Bodkin	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.25
INC000000249285	Dan Hooten	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000249305	Grazyna Janeczko	Application	Error	Utah Performance Managemen		TIR Missed: No	TIR:	0.00
	Application Development	Casey Wardle	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.68
INC000000249312	Darwin Kocherhans	Application	Error	Content Manager		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.11
INC000000249343	Alexia Murphy	Application	Error	Utah Works		TIR Missed: Yes	TIR:	8.25
	Application Support - UWORKS	Jeff Pryor	Workforce Services	Low	Resolved	TTR Missed: Yes	TTR:	8.25
INC000000249346	Nate Trujillo	None	None	None		TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Rodney Austin	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.03
INC000000249369	Kerrybeth Cockett	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000249384	Lani Wilson-Klingsporn	PC/Laptop	Virus	None		TIR Missed: No	TIR:	0.12
	Metro A Desktop Support	Rodney Austin	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	3.38
INC000000249389	Helen Sawyer	Application	Reporting	Utah Works		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.21
INC000000249399	Noelle Bradford	Print/Copy/Scan/Fax	Queue	Contributions Automated Tax Sy		TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Resolved	TTR Missed: Yes	TTR:	10.05
INC000000249425	Melanie M Hales	Application	Reporting	Utah Electronic Resource and E		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	
INC000000249442	Kristi Manseau	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000249449	Terry Hansen	Telecom	None	None		TIR Missed: No	TIR:	0.29
	Voice/Data/WAN Services	Greg Blessing	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.47
INC000000249455	Jason Miller	Application	Password	Utah Master Directory		TIR Missed: No	TIR:	0.17
	Help Desk	James Stearns	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.17

Workforce Services

INC000000249457	Dana Martinez	PC/Laptop	Performance	None	TIR Missed: No	TIR:	0.37
Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.59
INC000000249486	Carrie Peterson	None	None	None	TIR Missed: No	TIR:	0.00
Metro D North Desktop Support	Ruston McKay	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	3.47
INC000000249495	Jeff Godfrey	None	None	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.00
Metro D North Desktop Support	Ruston McKay	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	3.43
INC000000249500	Dusty Burchett	None	None	None	TIR Missed: No	TIR:	0.00
Metro B Desktop Support	Gary Graham	Workforce Services	Low	Resolved	TTR Missed: Yes	TTR:	6.67
INC000000249501	Jenny Sanders	None	None	None	TIR Missed: No	TIR:	0.00
Metro D North Desktop Support	Ruston McKay	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	3.41
INC000000249525	Helen Draper	Application	Password	Novell GroupWise	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000249526	Linetta Moyes	Application	Error	IBM Tivoli Storage Manager	TIR Missed: No	TIR:	0.00
Metro A Hosting	Tom Carney	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.21
INC000000249543	Lindsey Johnson	None	None	None	TIR Missed: Yes	TIR:	5.89
Application Support - UWORKS	Eric Strong	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	5.89
INC000000249554	Jimmy Smith	Application	Error	None	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000249574	Darrin Nielsen	PC/Laptop	Hardware	None	TIR Missed: No	TIR:	0.00
Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.08
INC000000249578	Melissa Daymont	PC/Laptop	Hardware	None	TIR Missed: No	TIR:	0.00
Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.05
INC000000249587	Karen Ojeda	Application	Password	None	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000249614	Jill Turner	Application	Error	None	TIR Missed: No	TIR:	0.14
Application Support - Content Mana	Randall Ottesen	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.14
INC000000249666	Steven Bryan	PC/Laptop	Error	None	TIR Missed: Yes	TIR:	1.37
Rural South Desktop Support	Scott Jesienouski	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	1.37
INC000000249709	Natalie Knudson	PC/Laptop	Hardware	None	TIR Missed: No	TIR:	0.00
Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.66
INC000000249742	Shirley Hilton	None	None	None	TIR Missed: Yes	TIR:	1.26
Metro D North Desktop Support	Neil Smedley	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	1.26
INC000000249748	Vanessa Washington	PC/Laptop	Error	Microsoft Windows XP Professio	TIR Missed: No	TIR:	0.00
Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	3.10

Workforce Services

| INC000000249749 | Karen Quackenbush | Print/Copy/Scan/Fax | Incident | None | TIR Missed: Yes | TIR: | 1.03 |
| | Metro A Desktop Support | Tracy VanderVaart | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 3.10 |

| INC000000249758 | Meghan Greer | Application | Error | Utah Works | TIR Missed: Yes | TIR: | 2.85 |
| | Application Support - UWORKS | Eric Strong | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 2.85 |

| INC000000249772 | Donna Ferrozzo | PC/Laptop | Error | Microsoft Windows XP Professic | TIR Missed: No | TIR: | 0.00 |
| | Metro A Help Desk | Ed Conrad | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.59 |

| INC000000249784 | Candace Rockwell | Print/Copy/Scan/Fax | Queue | None | TIR Missed: No | TIR: | 0.00 |
| | Help Desk | Eileen Dubach | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.00 |

| INC000000249820 | Tracy Parrish | Application | Error | Internet Explorer | TIR Missed: No | TIR: | 0.00 |
| | Rural Central Desktop Support | Colin Bodkin | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 1.71 |

| INC000000249821 | Dawn Steinike | PC/Laptop | Hardware | None | TIR Missed: No | TIR: | 0.00 |
| | Metro A Help Desk | Liz Evans | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.00 |

| INC000000249836 | Verolinda Granados | Network | Password | Novell Client for 32-bit Windows | TIR Missed: No | TIR: | 0.00 |
| | Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.00 |

| INC000000249854 | Stephen Manzione | Network | Error | None | TIR Missed: No | TIR: | 0.00 |
| | Metro A Help Desk | Ed Conrad | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 1.23 |

| INC000000249855 | Cindy Bertagnolli | Application | Error | Kofax ImageControls | TIR Missed: No | TIR: | 0.28 |
| | Metro A Hosting | Tom Carney | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.45 |

| INC000000249859 | Kaylee Ashdown | Application | None | Novell GroupWise | TIR Missed: No | TIR: | 0.00 |
| | Metro A Help Desk | Liz Evans | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.00 |

| INC000000249860 | Kathryn Paget | Application | Error | Kofax ImageControls | TIR Missed: No | TIR: | 0.00 |
| | Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | |

| INC000000249862 | Kyle Preston | Application | Error | Kofax ImageControls | TIR Missed: No | TIR: | 0.00 |
| | Metro A Hosting | None | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | |

| INC000000249865 | Barbara Garcia | Application | Error | Kofax ImageControls | TIR Missed: No | TIR: | 0.00 |
| | Metro A Help Desk | Liz Evans | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | |

| INC000000249868 | Sherry Bird | Application | Error | Kofax ImageControls | TIR Missed: No | TIR: | 0.00 |
| | Metro A Help Desk | Liz Evans | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | |

| INC000000249869 | Angela A Hansen | Application | Error | Kofax ImageControls | TIR Missed: No | TIR: | 0.00 |
| | Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.30 |

| INC000000249870 | Jonathan Parrish | Application | Error | Kofax ImageControls | TIR Missed: No | TIR: | 0.00 |
| | Metro A Help Desk | Liz Evans | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | |

| INC000000249878 | Alexandra Nigh | Application | Error | Kofax ImageControls | TIR Missed: No | TIR: | 0.00 |
| | Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.02 |

Workforce Services

INC000000249879	Janet Gale	PC/Laptop	Password	None		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.18
INC000000249885	Jennika Sheldon	Application	Error	Content Manager		TIR Missed: No	TIR:	0.00
Metro D North Desktop Support	Ryan Casey	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.00
INC000000249888	Michelle W Christensen	Application	Error	Novell GroupWise		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.00
INC000000249897	Rebecca Weston	Remote Connectivity	Performance	None		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.18
INC000000249899	Dennie Tsuya	PC/Laptop	Performance	None		TIR Missed: No	TIR:	0.00
Rural South Desktop Support	Doug Chaston	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.00
INC000000249900	Randi Carter	Network	None	None		TIR Missed: No	TIR:	0.72
Network Operations	Brian Chatwin	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	1.27
INC000000249901	Andrea Hayes	Application	Error	Microsoft Word		TIR Missed: No	TIR:	0.00
Metro D North Desktop Support	Ryan Casey	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.00
INC000000249905	Joan Norton	Application	Error	Novell GroupWise		TIR Missed: No	TIR:	0.00
Rural South Desktop Support	Doug Chaston	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.00
INC000000249919	Sisi Spitzenberg	Remote Connectivity	Performance	None		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.02
INC000000249921	Kathryn Grover	Application	Error	Internet Explorer		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.00
INC000000249922	Denise Iverson	None	None	None		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.00
INC000000249927	Alexandra Nigh	Application	Error	None		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.19
INC000000249930	Scott A Stephens	Application	Error	eFIND/eSHARE		TIR Missed: Yes	TIR:	1.20
Operations Production Control	Duane Hardy	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	1.37
INC000000249975	Daniel Felts	Application	Error	Java Platform SE		TIR Missed: No	TIR:	0.00
Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.00
INC000000250028	Linda Lundberg	Application	Error	Mozilla Firefox		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.00
INC000000250057	Kristen Floyd	None	None	None		TIR Missed: No	TIR:	0.00
Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.00
INC000000250058	Alleyn Kinney	Application	None	Novell GroupWise		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.00

Workforce Services

INC000000250070	Michele White-Milgate	Remote Connectivity	Password	None			TIR Missed: No	TIR:	0.43
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.50
INC000000250071	Fredrick Ntabwoba	Network	Password	Novell Client for 32-bit Windows			TIR Missed: No	TIR:	0.59
	Metro A Desktop Support	Nancy Hachmeister	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	1.53
INC000000250078	Christi Seger	None	None	None			TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.00
INC000000250081	Diane VanWagoner	None	None	None			TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.00
INC000000250087	Roseanna Bills	None	None	None			TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Rodney Austin	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.03
INC000000250093	Chris Williams	None	None	None			TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.00
INC000000250106	Patricia Oneil-Smith	Network	None	None			TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	
INC000000250116	Connie Dumas	None	None	None			TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.00
INC000000250118	Terresa L Graham	Application	Error	Content Manager			TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.00
INC000000250125	June Conn-Solomon	Application	Error	Utah Works			TIR Missed: No	TIR:	0.24
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.24
INC000000250128	Connie Dumas	None	None	None			TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.00
INC000000250154	Dennie Tsuya	Telecom	None	Telephone			TIR Missed: No	TIR:	0.35
	Voice Operations	Annette Nielsen	Workforce Services	Medium	Resolved		TTR Missed: No	TTR:	0.35
INC000000250164	Field Smith	None	None	None			TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.00
INC000000250170	Steven Bryan	Application	None	Novell GroupWise			TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.36
INC000000250204	Dennie Tsuya	PC/Laptop	Performance	Internet Explorer			TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.65
INC000000250220	Georgina Aviles	Telecom	Voice Mail	Telephone			TIR Missed: No	TIR:	0.16
	Voice Operations	Annette Nielsen	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.19
INC000000250227	Stephen Lisonbee	None	None	None			TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.00

Workforce Services

INC000000250239	Rachel Gehring	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	TIR:	0.00
Help Desk	Brenda Treadway	Workforce Services		Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000250247	Kathy Deets	None	None	None		TIR Missed: No	TIR:	0.40
Application Support - UWORKS	Eric Strong	Workforce Services		Low	Resolved	TTR Missed: No	TTR:	0.40
INC000000250255	Kathy Deets	Application	Error	Content Manager		TIR Missed: Yes	TIR:	1.96
Rural Central Desktop Support	Jay Barfuss	Workforce Services		Low	Resolved	TTR Missed: No	TTR:	2.08
INC000000250260	Cynthia McDaniel	Application	Error	Microsoft Word		TIR Missed: No	TIR:	0.00
Rural South Desktop Support	Lance Nay	Workforce Services		Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000250279	Dennie Tsuya	Application	Reporting	eFIND/eSHARE		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services		Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000250310	Tyler Massey	Application	Error	State Payroll Time Entry System	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services		Low	Resolved	TTR Missed: No	TTR:	0.16
INC000000250333	Kay Canterbury	Application	Password	Utah Master Directory		TIR Missed: No	TIR:	0.05
Help Desk	Eileen Dubach	Workforce Services		Low	Resolved	TTR Missed: No	TTR:	0.05
INC000000250376	Timothy Budd	None	None	None		TIR Missed: No	TIR:	0.00
Operations Production Control	Christie Burnham	Workforce Services		Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000250422	Jenica Sheldon	Application	None	State Payroll Time Entry System	TIR Missed: No	TIR:	0.00
Metro D North Desktop Support	Neil Smedley	Workforce Services		Low	Resolved	TTR Missed: No	TTR:	0.05
INC000000250427	Paula Lange	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services		Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000250429	Marie Rice	PC/Laptop	Hardware	None		TIR Missed: No	TIR:	0.00
Metro D North Desktop Support	Neil Smedley	Workforce Services		Low	Resolved	TTR Missed: No	TTR:	0.03
INC000000250438	Mary Ann Keefer	Application	Error	Utah Electronic Resource and E	TIR Missed: No	TIR:	0.00
Technical Lead/Project Manager	James Kammeyer	Workforce Services		Low	Resolved	TTR Missed: No	TTR:	3.80
INC000000250439	William Greer	PC/Laptop	None	None		TIR Missed: No	TIR:	0.55
Metro A Desktop Support	Tracy VanderVaart	Workforce Services		Low	Resolved	TTR Missed: No	TTR:	0.55
INC000000250451	Roseanna Bills	None	None	None		TIR Missed: No	TIR:	0.00
Metro A Desktop Support	Rodney Austin	Workforce Services		Low	Resolved	TTR Missed: No	TTR:	0.13
INC000000250467	Gaylene Pebley	Application	Error	Java Platform SE		TIR Missed: No	TIR:	0.00
Metro D North Desktop Support	Neil Smedley	Workforce Services		Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000250468	Kimmi Lam	PC/Laptop	Error	None		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services		Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000250472	Mary Ann Keefer	Application	Error	eFIND/eSHARE		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Ed Conrad	Workforce Services		Low	Resolved	TTR Missed: No	TTR:	0.07

Workforce Services

INC000000250484	Luis Ayala	Network	None	None		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.00
INC000000250492	Leslie Henderson	Application	Error	Content Manager		TIR Missed: No	TIR:	0.16
Metro A Desktop Support	Robert Wall	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	2.03
INC000000250497	Chris Williams	Network	Error	Microsoft Access		TIR Missed: No	TIR:	0.00
Metro D North Desktop Support	Neil Smedley	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.00
INC000000250502	Linda Hansen	Telecom	IP	None		TIR Missed: Yes	TIR:	1.28
Voice Operations	Britany Finlay	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	2.00
INC000000250517	Gary Kimber	Application	Error	Utah Works		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.00
INC000000250539	Nancy Sanders	None	None	None		TIR Missed: No	TIR:	0.00
Operations Production Control	Duane Hardy	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.36
INC000000250545	Brenda Gallegos	Application	Error	Content Manager		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.16
INC000000250550	Lisa C Peterson	Application	Error	None		TIR Missed: No	TIR:	0.00
Application Support - EFIND	Anhkim Le	Workforce Services	High	Resolved		TTR Missed: Yes	TTR:	91.37
INC000000250550	Lisa C Peterson	Application	Error	None		TIR Missed: No	TIR:	0.26
Application Support - EFIND	Anhkim Le	Workforce Services	High	Resolved		TTR Missed: Yes	TTR:	91.37
INC000000250556	Michelle Phillips	Application	Error	None		TIR Missed: No	TIR:	0.00
Application Support - EFIND	None	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	
INC000000250558	Robert Birkinshaw	Application	Error	None		TIR Missed: No	TIR:	0.00
Application Support - EFIND	None	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	
INC000000250569	Helen Hadad	Application	Error	None		TIR Missed: No	TIR:	0.00
Application Support - EFIND	None	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	
INC000000250576	Ruth Warby	Application	Error	Utah Works		TIR Missed: Yes	TIR:	12.56
Application Support - UWORKS	Jeff Pryor	Workforce Services	Low	Resolved		TTR Missed: Yes	TTR:	12.56
INC000000250578	Terresa L Graham	Application	Error	None		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	
INC000000250586	Brad Anderson	Application	Error	Job search for job seekers and s		TIR Missed: No	TIR:	0.25
Metro A Help Desk	Liz Evans	Workforce Services	High	Resolved		TTR Missed: No	TTR:	0.25
INC000000250589	Judianne Collins	Application	Error	None		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	1.89
INC000000250591	Melissa McBride	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	TIR:	0.00
Metro D Help Desk	Doug Brown	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.00

Workforce Services

INC000000250592	Marge Rajski	Application	Error	None		TIR Missed: No	TIR:	0.00
Application Support - EFIND	None		Workforce Services	Low	Resolved	TTR Missed: No	TTR:	
INC000000250594	Sisi Spitzenberg	Application	Error	None		TIR Missed: No	TIR:	0.00
Application Support - EFIND	None		Workforce Services	Low	Resolved	TTR Missed: No	TTR:	
INC000000250596	Jane Broadhead	Wireless Connectivity	None	None		TIR Missed: Yes	TIR:	1.11
Metro A Help Desk	Cindy Schroeder		Workforce Services	Low	Resolved	TTR Missed: No	TTR:	1.27
INC000000250604	Julie Turner	Application	Error	None		TIR Missed: No	TIR:	0.00
Application Support - EFIND	None		Workforce Services	Low	Resolved	TTR Missed: No	TTR:	
INC000000250605	Michael Hanley	Application	Reporting	Internet Explorer		TIR Missed: No	TIR:	0.57
Metro A Desktop Support	Tracy VanderVaart		Workforce Services	Low	Resolved	TTR Missed: No	TTR:	1.36
INC000000250607	Collin Peterson	Application	Error	DWS Web		TIR Missed: No	TIR:	0.07
Application Support - Web Dev	Chad Thompson		Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.07
INC000000250612	Andrea Burton	Application	Error	DWS Web		TIR Missed: No	TIR:	0.00
Application Support - Web Dev	None		Workforce Services	Low	Resolved	TTR Missed: No	TTR:	
INC000000250616	Elizabeth Fitzpatrick	Application	Error	None		TIR Missed: No	TIR:	0.00
Application Support - EFIND	None		Workforce Services	Low	Resolved	TTR Missed: No	TTR:	
INC000000250619	Bradley Salmond	Application	Error	None		TIR Missed: No	TIR:	0.33
Application Support - EFIND	None		Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.33
INC000000250620	Bonnie L Kelsey	None	None	None		TIR Missed: No	TIR:	0.00
Help Desk	Vicky Marrelli		Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000250629	LeAnn Hatfield	PC/Laptop	Password	None		TIR Missed: Yes	TIR:	6.43
Metro A Desktop Support	Robert Wall		Workforce Services	Low	Resolved	TTR Missed: Yes	TTR:	7.82
INC000000250638	Trudy Ellis	Application	Error	Microsoft Windows XP Professio	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Ed Conrad		Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.03
INC000000250641	Michelle W Christensen	Telecom	Call/Receive	None		TIR Missed: No	TIR:	0.08
Voice Operations	Gail Christiansen		Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.08
INC000000250643	LeAnn Hatfield	Network	None	None		TIR Missed: Yes	TIR:	5.46
Capitol Hosting	Conn Peterson		Workforce Services	Low	Resolved	TTR Missed: No	TTR:	5.46
INC000000250651	Nancy Sanders	None	None	None		TIR Missed: No	TIR:	0.00
Operations Production Control	Duane Hardy		Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000250655	Christopher Myers	None	None	None		TIR Missed: No	TIR:	0.00
Metro A Desktop Support	Robert Wall		Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.13
INC000000250698	Thomas Ivory	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	TIR:	0.00
Metro A Desktop Support	Nancy Hachmeister		Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00

Workforce Services

INC000000250700	Minka Tasevac	PC/Laptop	Performance	None	TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Nancy Hachmeister	Workforce Services	Low Resolved	TTR Missed: No	TTR:	0.00
INC000000250709	Christian Ulberg	Application	Error	Microsoft Windows XP Professi(	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low Resolved	TTR Missed: No	TTR:	0.34
INC000000250711	Michael McCluskey	Application	Error	Novell GroupWise	TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Nancy Hachmeister	Workforce Services	Low Resolved	TTR Missed: No	TTR:	0.00
INC000000250712	Michele Cuburu	Application	Error	Utah Works	TIR Missed: Yes	TIR:	4.02
	Application Support - UWORKS	Eric Strong	Workforce Services	Low Resolved	TTR Missed: No	TTR:	4.02
INC000000250715	Michael McCluskey	Application	Error	None	TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Nancy Hachmeister	Workforce Services	Low Resolved	TTR Missed: No	TTR:	0.00
INC000000250721	Christine Mayne	None	None	None	TIR Missed: No	TIR:	0.00
	Operations Production Control	Duane Hardy	Workforce Services	Low Resolved	TTR Missed: No	TTR:	0.00
INC000000250727	Lesley Lundeberg	Application	Error	None	TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Nancy Hachmeister	Workforce Services	Low Resolved	TTR Missed: No	TTR:	0.00
INC000000250730	Melissa Romero-McKean	Application	Password	Computerized Unemployment B	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low Resolved	TTR Missed: No	TTR:	0.01
INC000000250742	Judianne Collins	PC/Laptop	Hardware	None	TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Colin Bodkin	Workforce Services	Low Resolved	TTR Missed: No	TTR:	0.53
INC000000250748	Darla Roberts	Print/Copy/Scan/Fax	Paper Jam	None	TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Jeremy Standifird	Workforce Services	Low Resolved	TTR Missed: No	TTR:	0.00
INC000000250765	Linda Kinder	Application	Password	Novell GroupWise 32-bit Windo	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low Resolved	TTR Missed: No	TTR:	0.07
INC000000250780	Kris Schneider	Application	Error	Content Manager	TIR Missed: No	TIR:	0.40
	Metro D North Desktop Support	Ruston McKay	Workforce Services	Low Resolved	TTR Missed: No	TTR:	0.40
INC000000250786	Rebecca Banner	PC/Laptop	Error	Microsoft Windows XP Professi(	TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Mike Wilde	Workforce Services	Low Resolved	TTR Missed: No	TTR:	0.00
INC000000250790	Dean Godfrey	Network	Error	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low Resolved	TTR Missed: No	TTR:	0.66
INC000000250791	Steven Bryan	Application	Error	Utah Electronic Resource and E	TIR Missed: No	TIR:	0.71
	Rural South Desktop Support	Scott Jesienouski	Workforce Services	Low Resolved	TTR Missed: No	TTR:	0.71
INC000000250801	Brandon Street	Application	Error	Utah Works	TIR Missed: Yes	TIR:	23.71
	Application Support - UWORKS	Eric Strong	Workforce Services	Low Resolved	TTR Missed: Yes	TTR:	23.71
INC000000250809	Laura Carter	Application	Error	Novell Messenger	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low Resolved	TTR Missed: No	TTR:	0.00

Workforce Services

INC000000250848	Daniel Felts	Application	Error	Utah Works		TIR Missed: No	TIR: 0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Medium	Resolved	TTR Missed: No	TTR: 0.00
INC000000250849	Joe Edman	Application	Reporting	Internet Explorer		TIR Missed: No	TIR: 0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000250968	Katherine Thomas	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR: 0.03
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 2.12
INC000000250980	Karen Pearce	Application	Reporting	Content Manager		TIR Missed: No	TIR: 0.22
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 2.44
INC000000250982	Cameron J Warner	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000250985	Becky Miller	Network	Password	Microsoft Windows XP Professic		TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.11
INC000000250988	Pam Malone	PC/Laptop	Hardware	None		TIR Missed: No	TIR: 0.00
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Resolved	TTR Missed: Yes	TTR: 19.28
INC000000251000	Melanie M Hales	Application	Error	None		TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.16
INC000000251002	Kay Hopkins	Application	Error	None		TIR Missed: No	TIR: 0.18
	Metro A Desktop Support	Rodney Austin	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 1.37
INC000000251006	Andrea Hayes	Application	Error	None		TIR Missed: Yes	TIR: 9.27
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Resolved	TTR Missed: Yes	TTR: 9.27
INC000000251007	Lori Calvert	Application	Error	State Payroll Time Entry System		TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000251011	Andrea Hayes	Application	Error	None		TIR Missed: Yes	TIR: 9.25
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Resolved	TTR Missed: Yes	TTR: 9.25
INC000000251014	Isaac Collard	Application	Error	Novell GroupWise		TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000251022	Lincoln Hansen	None	None	None		TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000251024	Shane Farr	PC/Laptop	Error	None		TIR Missed: Yes	TIR: 1.19
	Metro A Desktop Support	Rodney Austin	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 4.76
INC000000251039	Angela Murphy	None	None	None		TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000251053	Yvette Henderson	Application	None	Internet Explorer		TIR Missed: No	TIR: 0.00
	Rural South Desktop Support	Lane Adams	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.00

Workforce Services

INC000000251056	Jaimie Druk	Application	Password	Novell GroupWise		TIR Missed: No	TIR:	0.00
Metro A Help Desk		Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000251057	Sue Ann Heino	Application	None	Utah Works		TIR Missed: No	TIR:	0.00
Rural South Desktop Support		Lane Adams	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000251063	Carol Hansen	Application	None	Utah Works		TIR Missed: No	TIR:	0.00
Rural South Desktop Support		Lane Adams	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000251065	Cheryl Karren	Application	None	Utah Works		TIR Missed: No	TIR:	0.00
Rural South Desktop Support		Lane Adams	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000251066	Tami Hoffman	Application	None	Microsoft PowerPoint		TIR Missed: No	TIR:	0.00
Rural South Desktop Support		Lane Adams	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000251081	Janos Carpenter	None	None	None		TIR Missed: No	TIR:	0.00
Operations Production Control		Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000251087	Geoffrey Landward	Mobile Devices	None	None		TIR Missed: Yes	TIR:	2.50
Application Services		Danielle Hood	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	5.03
INC000000251092	Candace Rockwell	Application	Error	Novell GroupWise		TIR Missed: No	TIR:	0.00
Metro A Help Desk		Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000251100	Rachel Durrant	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.00
Metro D North Desktop Support		Ruston McKay	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	2.22
INC000000251102	Melauni Jensen	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.00
Metro A Help Desk		Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000251107	Melanie M Hales	None	None	None		TIR Missed: No	TIR:	0.00
Metro A Help Desk		Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000251111	Calvin Kenley	Application	Password	None		TIR Missed: No	TIR:	0.50
Metro D North Desktop Support		Jon Vanderwood	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	2.25
INC000000251120	Tami Hoffman	Application	None	Utah Works		TIR Missed: No	TIR:	0.00
Rural South Desktop Support		Lane Adams	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000251122	Tami Hoffman	PC/Laptop	None	None		TIR Missed: No	TIR:	0.00
Rural South Desktop Support		Lane Adams	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000251123	Cyndy McKenzie	Application	Error	Utah Works		TIR Missed: No	TIR:	0.65
Application Support - UWORKS		Eric Strong	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.65
INC000000251129	Jackie McAtee	Application	Error	eFIND/eSHARE		TIR Missed: No	TIR:	0.00
Metro A Help Desk		Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.11
INC000000251134	Gary C Williams	Application	Error	Utah Works		TIR Missed: No	TIR:	0.40
Application Support - UWORKS		Eric Strong	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.40

Workforce Services

INC000000251141	Janet Butterfield	PC/Laptop	Performance	None		TIR Missed: No	TIR:	0.00
	Rural South Desktop Support	Doug Chaston	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000251147	Candace Rockwell	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	TIR:	0.00
	Help Desk	Brenda Treadway	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000251149	Jonathan Lozon	Application	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.01
INC000000251162	Mandy Petersen	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.14
	Metro A Desktop Support	Mike Beynon	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.14
INC000000251163	Sheryl Nisely	Application	Error	Utah Works		TIR Missed: Yes	TIR:	6.40
	Application Support - UWORKS	Jeff Pryor	Workforce Services	Low	Resolved	TTR Missed: Yes	TTR:	6.40
INC000000251164	Olivia White	Network	Error	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.11
INC000000251169	Janet Butterfield	Print/Copy/Scan/Fax	Incident	Microsoft Windows XP Professic		TIR Missed: No	TIR:	0.00
	Rural South Desktop Support	Doug Chaston	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000251176	Mary Ann Keefer	PC/Laptop	Error	Java Platform SE		TIR Missed: No	TIR:	0.03
	Metro A Desktop Support	Wayne Higgs	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.05
INC000000251186	Leeann Glass	Application	Error	Utah Works		TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	3.71
INC000000251186	Leeann Glass	Application	Error	Utah Works		TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	3.71
INC000000251191	Jonathan Lozon	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000251193	Dennie Tsuya	Application	Error	Internet Explorer		TIR Missed: No	TIR:	0.00
	Rural South Desktop Support	Doug Chaston	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000251201	Sydney Christensen	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000251208	Joyce Burningham	Application	Error	Novell GroupWise 32-bit Windor		TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Rodney Austin	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.69
INC000000251212	Leticia Hough	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	TIR:	0.94
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	2.47
INC000000251216	Debbie Herr	PC/Laptop	Error	None		TIR Missed: No	TIR:	0.91
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Resolved	TTR Missed: Yes	TTR:	33.15
INC000000251224	Sarah Pickard	Application	None	Novell GroupWise		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.64

Workforce Services

INC000000251231	Debbie Zaugg	Application	Error	Content Manager - Centralized	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.88
INC000000251233	Gail Boyd	Telecom	Voice Mail	Telephone	TIR Missed: No	TIR:	0.07
	Voice Operations	Annette Nielsen	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.10
INC000000251235	Glenda Snodgrass	Application	Error	Utah Works	TIR Missed: No	TIR:	0.30
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.30
INC000000251245	Eric Olavson	None	None	None	TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.04
INC000000251258	Brittney Hemingway	Application	Error	None	TIR Missed: No	TIR:	0.02
	Metro A Desktop Support	Mike Beynon	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.03
INC000000251277	Randi Bell	Telecom	Call/Receive	None	TIR Missed: Yes	TIR:	1.23
	Voice Operations	Annette Nielsen	Workforce Services	Medium	Resolved	TTR Missed: No	TTR:	1.23
INC000000251281	Janet Gale	Application	Error	None	TIR Missed: No	TIR:	0.33
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.35
INC000000251286	Janet Gale	Print/Copy/Scan/Fax	None	None	TIR Missed: Yes	TIR:	2.40
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Resolved	TTR Missed: Yes	TTR:	28.48
INC000000251296	Leeann Glass	None	None	None	TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.02
INC000000251343	Bradley Carroll	Application	Error	Utah Electronic Resource and E	TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Richard Packer	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	1.92
INC000000251347	Gloria Jensen	Application	Error	Novell GroupWise	TIR Missed: No	TIR:	0.13
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.35
INC000000251349	Debbie Herr	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000251353	Mary Oliver	Application	Error	Content Manager	TIR Missed: No	TIR:	0.41
	Rural Central Desktop Support	Richard Packer	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	2.15
INC000000251356	Deborah Servis	Application	Error	DWS Intranet	TIR Missed: No	TIR:	0.60
	Application Support - UI Web	Gary Ray	Workforce Services	Low	Closed	TTR Missed: Yes	TTR:	6.29
INC000000251364	Rebecca Ntshalintshali	Application	Error	Utah Works	TIR Missed: Yes	TIR:	10.47
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Resolved	TTR Missed: Yes	TTR:	10.47
INC000000251365	Carol Thornhill	None	None	None	TIR Missed: No	TIR:	0.15
	Metro D North Desktop Support	Neil Smedley	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.15
INC000000251370	Lisa A Anderson	Application	None	None	TIR Missed: No	TIR:	0.00
	Rural South Desktop Support	Lance Nay	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00

Workforce Services

INC000000251379	Mary Roybal	None	None	None		TIR Missed: No	TIR:	0.00
Metro D North Desktop Support	Ruston McKay	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	2.30
INC000000251382	Robert Van Vliet	PC/Laptop	Performance	None		TIR Missed: No	TIR:	0.01
Metro A Desktop Support	Rodney Austin	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	3.00
INC000000251390	Melissa Beagley	Application	Error	Utah Works		TIR Missed: Yes	TIR:	2.26
Application Support - UWORKS	Eric Strong	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	2.26
INC000000251406	Kris Springer	None	None	None		TIR Missed: No	TIR:	0.00
Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.00
INC000000251410	Brian Peirce	Application	None	Novell Messenger		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.00
INC000000251411	Brian Peirce	Application	Error	Contributions Automated Tax Sy		TIR Missed: No	TIR:	0.14
Metro A Desktop Support	Robert Wall	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	1.00
INC000000251415	Shelley Roberts	None	None	None		TIR Missed: No	TIR:	0.00
Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.00
INC000000251422	Sharrif Dajany	Application	Error	Adobe Acrobat		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.13
INC000000251427	Sariah Roberts	Application	Error	None		TIR Missed: Yes	TIR:	1.20
Application Support - UWORKS	Eric Strong	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	1.20
INC000000251437	Janet Butterfield	Print/Copy/Scan/Fax	Error Code	None		TIR Missed: No	TIR:	0.00
Rural South Desktop Support	Doug Chaston	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.35
INC000000251438	Noah Zemke	Telecom	Voice Mail	None		TIR Missed: No	TIR:	0.00
Help Desk	Vicky Marrelli	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.21
INC000000251452	Noelle Bradford	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.06
INC000000251465	Paula Bowen	Application	Error	DWS Web		TIR Missed: No	TIR:	0.19
Application Support - UI Web	Gary Ray	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.22
INC000000251468	Levi Jones	PC/Laptop	Hardware	None		TIR Missed: No	TIR:	0.52
Rural South Desktop Support	Meladye Shively	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.52
INC000000251504	Alyshia Jenkins	Application	Error	None		TIR Missed: No	TIR:	0.00
Metro A Desktop Support	Nancy Hachmeister	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.00
INC000000251517	Patrea Faulkner	Application	Error	Content Manager		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.07
INC000000251522	Robert Van Vliet	PC/Laptop	Error	None		TIR Missed: No	TIR:	0.01
Metro A Desktop Support	Rodney Austin	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	2.55

Workforce Services

INC000000251524	Jimmy Smith	PC/Laptop	Password	None		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.04
INC000000251566	Justin Fowers	None	None	None		TIR Missed: Yes	TIR:	8.57
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Resolved	TTR Missed: Yes	TTR:	8.57
INC000000251577	Julia Story	Application	Error	None		TIR Missed: No	TIR:	0.75
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.75
INC000000251588	Lani Wilson-Klingsporn	PC/Laptop	Error	None		TIR Missed: No	TIR:	0.12
	Metro A Desktop Support	Rodney Austin	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	2.84
INC000000251589	Jaime Henriquez	Telecom	None	None		TIR Missed: No	TIR:	0.17
	Voice Operations	Annette Nielsen	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.20
INC000000251591	Candace Rockwell	None	None	None		TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Rodney Austin	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	2.33
INC000000251592	Diane Nielsen	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Rodney Austin	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	3.24
INC000000251601	Pam Malone	PC/Laptop	Error	None		TIR Missed: No	TIR:	0.21
	Metro A Desktop Support	Rodney Austin	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.22
INC000000251603	Kathy Kirby	Application	Error	Microsoft Windows XP Professio	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.11
INC000000251604	Judy Mattinson	PC/Laptop	Performance	None		TIR Missed: No	TIR:	0.03
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	2.44
INC000000251616	Sherri Kirk	Application	Error	Microsoft Windows XP Professio	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.64
INC000000251629	Monty Peart	PC/Laptop	Hardware	None		TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Richard Packer	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.50
INC000000251633	Patricia Oneil-Smith	Network	None	None		TIR Missed: No	TIR:	0.80
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.81
INC000000251648	Dean Dickerson	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Jeremy Standifird	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.70
INC000000251649	Julie Clark	Application	Reporting	None		TIR Missed: No	TIR:	0.80
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	1.86
INC000000251653	Paul Birkbeck	Wireless Connectivity	Error	None		TIR Missed: Yes	TIR:	1.87
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	1.87
INC000000251657	Julia Story	Application	Error	Utah Works		TIR Missed: Yes	TIR:	6.33
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Resolved	TTR Missed: Yes	TTR:	6.33

Workforce Services

INC000000251680	Verlin Christensen	Print/Copy/Scan/Fax	None	None		TIR Missed: No	TIR:	0.00
Metro A Desktop Support	Mike Beynon	Workforce Services	Low	Resolved	TTR Missed: N/A	TTR:	
INC000000251684	Nancy Sanders	None	None	None		TIR Missed: No	TIR:	0.00
Operations Production Control	Christie Burnham	Workforce Services	Medium	Resolved	TTR Missed: No	TTR:	0.00
INC000000251691	Pamela Surakhun	Application	Error	Novell GroupWise		TIR Missed: No	TIR:	0.00
Help Desk	Brenda Treadway	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000251711	Linda Bradford	Application	None	Novell GroupWise		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	
INC000000251759	Karen Thomas	Application	Error	None		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000251768	Kristine Larson	Application	Error	eFIND/eSHARE		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000251770	Dorothy Williams	Application	Error	Utah Works		TIR Missed: Yes	TIR:	6.23
Application Support - UWORKS	Eric Strong	Workforce Services	Low	Resolved	TTR Missed: Yes	TTR:	6.23
INC000000251781	Carolyn Parsons	Application	Error	Microsoft Windows XP Professi	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.05
INC000000251789	Candace Rockwell	Application	Error	Microsoft Word		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.02
INC000000251809	Vicki Giesler	Application	Error	Internet Explorer		TIR Missed: No	TIR:	0.00
Metro A Desktop Support	Mike Wilde	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000251890	Dorothy Williams	Application	Error	None		TIR Missed: No	TIR:	0.47
Application Support - UWORKS	Eric Strong	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.47
INC000000251911	Melissa Daymont	PC/Laptop	Hardware	None		TIR Missed: No	TIR:	0.00
Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.16
INC000000251913	Melissa Daymont	Application	Error	Novell GroupWise		TIR Missed: No	TIR:	0.00
Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.13
INC000000251915	Melissa Daymont	Application	Reporting	Microsoft Windows XP Professi	TIR Missed: No	TIR:	0.00
Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.11
INC000000251918	Brent Newren	Application	Error	None		TIR Missed: No	TIR:	0.00
Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.07
INC000000251926	Angelyn Garff	Application	Error	None		TIR Missed: No	TIR:	0.11
Metro D North Desktop Support	Neil Smedley	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.32
INC000000251938	Calvin Kenley	None	None	None		TIR Missed: No	TIR:	0.00
Metro D North Desktop Support	Jon Vanderwood	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00

Workforce Services

INC000000251939	Chris Baker	Telecom	None	None		TIR Missed:	No	TIR:	0.32
	Voice/Data/WAN Services	Greg Blessing	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.83
INC000000251940	Calvin Kenley	None	None	None		TIR Missed:	No	TIR:	0.00
	Metro D North Desktop Support	Jon Vanderwood	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000251958	Michael McCluskey	Telecom	Voice Mail	None		TIR Missed:	No	TIR:	0.08
	Voice Operations	Britany Finlay	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.74
INC000000251966	Tracia Sullivan	Telecom	Voice Mail	None		TIR Missed:	No	TIR:	0.33
	Voice Operations	Britany Finlay	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.55
INC000000251980	Pam Malone	Print/Copy/Scan/Fax	Incident	None		TIR Missed:	No	TIR:	0.31
	Metro A Desktop Support	Rodney Austin	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.57
INC000000251987	Cookie Chappell	None	None	None		TIR Missed:	No	TIR:	0.00
	Metro B Desktop Support	Gary Graham	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.10
INC000000252004	Kim Wilcox	PC/Laptop	Error	Microsoft Windows XP Professic	TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.42
INC000000252042	Chris Williams	Network	Incident	None		TIR Missed:	No	TIR:	0.00
	Metro D North Desktop Support	Neil Smedley	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000252046	Darren Rogers	Application	None	Novell GroupWise		TIR Missed:	No	TIR:	0.00
	Metro B Help Desk	Val Shepherd	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000252076	Penni Dehaan	PC/Laptop	Performance	None		TIR Missed:	No	TIR:	0.68
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Resolved	TTR Missed:	Yes	TTR:	9.75
INC000000252087	Shawn Jolley	None	None	None		TIR Missed:	No	TIR:	0.00
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.02
INC000000252104	Rowena York	Network	Password	Novell Client for 32-bit Windows	TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.10
INC000000252121	Becky Coats	Application	Error	Novell GroupWise		TIR Missed:	Yes	TIR:	1.57
	Metro A Desktop Support	Rodney Austin	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	2.96
INC000000252123	Tamra Tyler	Network	Password	Novell Client for 32-bit Windows	TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000252126	Daniel Heyworth	Network	Password	Novell Client for 32-bit Windows	TIR Missed:	No	TIR:	0.59
	Rural Central Desktop Support	Paul Petersen	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	1.29
INC000000252131	Violet Tellez	Application	Error	State Payroll Time Entry System	TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.09
INC000000252140	Brenda Gallegos	Application	Error	None		TIR Missed:	No	TIR:	0.68
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.68

Workforce Services

INC000000252143	Dawna Blackett-Lopez	Application	Error	State Payroll Time Entry System	TIR Missed:	No	TIR:	0.00
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.38
INC000000252151	Lynn Thomas	Print/Copy/Scan/Fax	Incident	None	TIR Missed:	No	TIR:	0.30
Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	1.48
INC000000252178	Christopher Myers	Print/Copy/Scan/Fax	Incident	None	TIR Missed:	No	TIR:	0.38
Rural South Desktop Support	Ryan Bennett	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.38
INC000000252179	Joy Majors	Network	Performance	None	TIR Missed:	No	TIR:	0.43
Rural South Desktop Support	Lane Adams	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.44
INC000000252184	Rebecca Murdock	Application	Error	State Payroll Time Entry System	TIR Missed:	No	TIR:	0.00
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.28
INC000000252197	Diane Nielsen	PC/Laptop	Performance	None	TIR Missed:	No	TIR:	0.90
Metro A Desktop Support	Rodney Austin	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.92
INC000000252205	Sariah Roberts	None	None	None	TIR Missed:	No	TIR:	0.00
Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000252225	Jennifer Asplund	Application	Error	State Payroll Time Entry System	TIR Missed:	No	TIR:	0.00
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.14
INC000000252269	Rowena York	Network	Password	Novell Client for 32-bit Windows	TIR Missed:	No	TIR:	0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000252271	Verlin Christensen	None	None	None	TIR Missed:	No	TIR:	0.00
Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000252272	Toni Sierra	Billing	None	None	TIR Missed:	No	TIR:	0.15
Billing	Sara Huff	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.24
INC000000252279	Cheryl Bakker	Application	Error	None	TIR Missed:	No	TIR:	0.52
Application Support - UWORKS	Eric Strong	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.52
INC000000252283	Debbie Lyberger	Application	Reporting	Novell GroupWise	TIR Missed:	No	TIR:	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000252297	Stephen Lisonbee	None	None	None	TIR Missed:	No	TIR:	0.00
Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000252302	Kathy Richards	PC/Laptop	Hardware	None	TIR Missed:	No	TIR:	0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000252316	Greg Paras	None	None	None	TIR Missed:	No	TIR:	0.00
Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000252352	Leticia Hough	None	None	None	TIR Missed:	No	TIR:	0.00
Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.03

Workforce Services

Incident	Name	Category	Type	Item		Status	TIR Missed	TIR	TTR Missed	TTR
INC000000252386	Chris Boyadjian	Application	Error	Microsoft Excel			TIR Missed: No	0.25		
	Metro A Hosting	Keith Scholl	Workforce Services	Low	Resolved				TTR Missed: No	0.41
INC000000252396	Kevin Burt	None	None	None			TIR Missed: No	0.00		
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved				TTR Missed: No	0.00
INC000000252400	Michael Pinegar	PC/Laptop	Password	None			TIR Missed: No	0.94		
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Resolved				TTR Missed: No	1.10
INC000000252406	Jackie McAtee	None	None	None			TIR Missed: No	0.00		
	Metro D North Desktop Support	Ruston McKay	Workforce Services	Low	Resolved				TTR Missed: No	0.63
INC000000252414	Cathy Maynard	Print/Copy/Scan/Fax	Queue	None			TIR Missed: No	0.00		
	Help Desk	Vicky Marrelli	Workforce Services	Low	Resolved				TTR Missed: No	0.00
INC000000252421	Janet Butterfield	Application	Error	Utah Works			TIR Missed: Yes	1.79		
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Resolved				TTR Missed: No	1.79
INC000000252430	Deb Hiatt	Network	Incident	None			TIR Missed: No	0.44		
	Rural Central Desktop Support	Paul Petersen	Workforce Services	Low	Resolved				TTR Missed: No	0.59
INC000000252451	Kelley R Meredith	None	None	None			TIR Missed: No	0.00		
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Resolved				TTR Missed: No	0.02
INC000000252454	Darren Rogers	None	None	Novell Client for 32-bit Windows			TIR Missed: No	0.00		
	Metro D North Desktop Support	Ruston McKay	Workforce Services	Low	Resolved				TTR Missed: No	3.94
INC000000252455	Angela A Hansen	Network	Password	Novell Client for 32-bit Windows			TIR Missed: No	0.00		
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved				TTR Missed: No	0.21
INC000000252455	Angela A Hansen	Network	Password	Novell Client for 32-bit Windows			TIR Missed: No	0.00		
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved				TTR Missed: No	0.21
INC000000252460	Mary Roybal	None	None	None			TIR Missed: No	0.00		
	Metro D North Desktop Support	Ruston McKay	Workforce Services	Low	Resolved				TTR Missed: No	
INC000000252461	Martha Soto	None	None	None			TIR Missed: No	0.00		
	Metro D North Desktop Support	Ruston McKay	Workforce Services	Low	Resolved				TTR Missed: No	
INC000000252465	Daniel Heyworth	Network	Password	Novell Client for 32-bit Windows			TIR Missed: No	0.00		
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved				TTR Missed: No	0.00
INC000000252466	Joe Degennaro	None	None	None			TIR Missed: No	0.00		
	Metro D North Desktop Support	Ruston McKay	Workforce Services	Low	Resolved				TTR Missed: No	
INC000000252470	Kris Schneider	None	None	None			TIR Missed: No	0.00		
	Metro D North Desktop Support	Ruston McKay	Workforce Services	Low	Resolved				TTR Missed: No	
INC000000252474	Valerie Seidel	None	None	None			TIR Missed: No	0.00		
	Metro D North Desktop Support	Ruston McKay	Workforce Services	Low	Resolved				TTR Missed: No	

Workforce Services

INC000000252477	Rachel Durrant	None	None	None		TIR Missed: No	TIR:	0.00
Metro D North Desktop Support	Ruston McKay	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	
INC000000252481	Angel Pickett	None	None	None		TIR Missed: No	TIR:	0.00
Metro D North Desktop Support	Ruston McKay	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	
INC000000252498	Kelly Farley	None	None	None		TIR Missed: No	TIR:	0.00
Metro D North Desktop Support	Ruston McKay	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	
INC000000252518	Lonny Marchbanks	Application	Error	Microsoft Windows XP Professic	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.50
INC000000252523	Terresa L Graham	Remote Connectivity	Performance	None		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.21
INC000000252528	Cheryl Whitney	Telecom	Voice Mail	None		TIR Missed: No	TIR:	0.03
Voice Operations	Kelly Johnson	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.13
INC000000252532	Becky Coats	Application	Error	Novell GroupWise	TIR Missed: No	TIR:	0.10
Metro A Desktop Support	Rodney Austin	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	1.13
INC000000252533	Karla Aguirre	None	None	None		TIR Missed: No	TIR:	0.00
Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000252551	Yvette Henderson	Application	Error	DWS Intranet	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.03
INC000000252600	Natalie Knudson	Application	Error	Microsoft Word	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.04
INC000000252611	Scott J Clark	Telecom	Call/Receive	Telephone	TIR Missed: No	TIR:	0.09
Voice Operations	Annette Nielsen	Workforce Services	Medium	Resolved	TTR Missed: No	TTR:	
INC000000252611	Scott J Clark	Telecom	Call/Receive	Telephone	TIR Missed: No	TIR:	0.00
Voice Operations	Annette Nielsen	Workforce Services	Medium	Resolved	TTR Missed: No	TTR:	
INC000000252612	Brian Smith	Application	Reporting	Novell ConsoleOne	TIR Missed: No	TIR:	0.00
Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.13
INC000000252618	Melissa Daymont	Application	Reporting	Microsoft Windows XP Professic	TIR Missed: No	TIR:	0.00
Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.14
INC000000252624	Brent Newren	Application	Reporting	None		TIR Missed: No	TIR:	0.00
Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.11
INC000000252647	Lonny Marchbanks	Application	Error	eFIND/eSHARE	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000252660	Rebecca Murdock	Application	Error	eFIND/eSHARE	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00

Workforce Services

INC000000252665	Julia Story	Application	Error	Utah Works		TIR Missed: Yes	TIR:	1.04
Application Support - UWORKS	Eric Strong	Workforce Services	Low		Resolved	TTR Missed: No	TTR:	1.04
INC000000252710	Chris S Allen	Telecom	None	None		TIR Missed: No	TIR:	0.07
Voice Operations	Kelly Johnson	Workforce Services	Low		Resolved	TTR Missed: No	TTR:	0.11
INC000000252712	Matthew Larson	None	None	None		TIR Missed: No	TIR:	0.00
Operations Production Control	Christie Burnham	Workforce Services	Low		Resolved	TTR Missed: No	TTR:	0.00
INC000000252716	Greg Paras	None	None	None		TIR Missed: No	TIR:	0.00
Operations Production Control	Christie Burnham	Workforce Services	Low		Resolved	TTR Missed: No	TTR:	0.00
INC000000252717	Tess Rawlinson	Network	Performance	Microsoft Windows XP Professic		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Ed Conrad	Workforce Services	Low		Resolved	TTR Missed: No	TTR:	0.22
INC000000252723	Becky Coats	None	None	None		TIR Missed: No	TIR:	0.00
Metro A Desktop Support	Rodney Austin	Workforce Services	Low		Resolved	TTR Missed: No	TTR:	0.08
INC000000252726	Joan Price	Application	Error	None		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low		Resolved	TTR Missed: No	TTR:	0.00
INC000000252727	Greg Paras	None	None	None		TIR Missed: No	TIR:	0.00
Operations Production Control	Christie Burnham	Workforce Services	Low		Resolved	TTR Missed: No	TTR:	0.00
INC000000252728	Greg Paras	None	None	None		TIR Missed: No	TIR:	0.00
Operations Production Control	Christie Burnham	Workforce Services	Low		Resolved	TTR Missed: No	TTR:	0.00
INC000000252730	Greg Paras	None	None	None		TIR Missed: No	TIR:	0.00
Operations Production Control	Christie Burnham	Workforce Services	Low		Resolved	TTR Missed: No	TTR:	0.00
INC000000252733	Greg Paras	None	None	None		TIR Missed: No	TIR:	0.00
Operations Production Control	Christie Burnham	Workforce Services	Low		Resolved	TTR Missed: No	TTR:	0.00
INC000000252734	Greg Paras	None	None	None		TIR Missed: No	TIR:	0.00
Operations Production Control	Christie Burnham	Workforce Services	Low		Resolved	TTR Missed: No	TTR:	0.00
INC000000252754	Candace Rockwell	Application	Error	Content Manager		TIR Missed: Yes	TIR:	5.60
Metro A Desktop Support	Rodney Austin	Workforce Services	Low		Resolved	TTR Missed: Yes	TTR:	6.72
INC000000252794	Terry MacFarlane	None	None	None		TIR Missed: No	TIR:	0.00
Operations Production Control	Christie Burnham	Workforce Services	Low		Resolved	TTR Missed: No	TTR:	0.00
INC000000252804	Sherri Kirk	Application	Error	Utah Works		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low		Resolved	TTR Missed: No	TTR:	0.00
INC000000252808	Koral Vasquez	None	None	None		TIR Missed: No	TIR:	0.00
Operations Production Control	Christie Burnham	Workforce Services	Low		Resolved	TTR Missed: No	TTR:	0.00
INC000000252809	Jennifer Meyer-Smart	Print/Copy/Scan/Fax	Incident	None		TIR Missed: Yes	TIR:	2.04
Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low		Resolved	TTR Missed: No	TTR:	5.56

DTS Enterprise Incident Report

As of 2/1/2011

Workforce Services

INC000000252817	Linda Lundberg	Application	Error	Microsoft Windows XP Professic	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.12
INC000000252843	Pamela Heal	Application	Error	Internet Explorer	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.48
INC000000252848	Jackie Williams	Application	Error	Utah Works	TIR Missed: No	TIR:	0.65
Application Support - UWORKS	Eric Strong	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.65
INC000000252855	Laura Beckstrand	PC/Laptop	Hardware	None	TIR Missed: Yes	TIR:	1.32
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	1.51
INC000000252861	Nicole Kerwood	Application	Error	Microsoft Windows XP Professic	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.14
INC000000252867	Fredrick Ntabwoba	Application	Password	Employee Gateway	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000252875	Daniel Heyworth	PC/Laptop	Password	Microsoft Windows XP Professic	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.48
INC000000252876	Nicole Kerwood	Application	Error	eFIND/eSHARE	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000252880	Jolyn Bevan	Application	Error	Utah Works	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.01
INC000000252890	Michael Pinegar	Application	Reporting	Utah Works	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.28
INC000000252897	Sherry Bird	Server	Performance	None	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	
INC000000252901	Rebecca Weston	Application	Error	Microsoft Windows XP Professic	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.10
INC000000252904	Diane Hunter	Application	Error	PGP	TIR Missed: No	TIR:	0.14
Application Services	Martin Gonzalez	Workforce Services	Low	Resolved	TTR Missed: Yes	TTR:	9.21
INC000000252908	Kevin Burt	None	None	None	TIR Missed: No	TIR:	0.00
Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000252909	Bryan Kessinger	None	None	None	TIR Missed: No	TIR:	0.00
Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000252912	Stephen Lisonbee	None	None	None	TIR Missed: No	TIR:	0.00
Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000252914	Judy Mattinson	None	None	None	TIR Missed: No	TIR:	0.00
Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00

Workforce Services

INC000000252922	Susan Weaver-Levet	Server	Performance	None		TIR Missed: No	TIR:	0.24
Metro A Hosting	Tom Carney	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	1.05
INC000000252929	Darren Fox	None	None	None		TIR Missed: No	TIR:	0.00
Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000252930	Kathy Hart	Server	Performance	None		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.27
INC000000252937	Marylynn Prows	Server	Performance	None		TIR Missed: No	TIR:	0.00
Metro A Hosting	None	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	
INC000000252938	Betty Betham	Server	Performance	None		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	
INC000000252939	Rebecca Weston	Server	Performance	None		TIR Missed: No	TIR:	0.09
Metro A Hosting	Brett Elsmore	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.09
INC000000252943	Carol Lowman	Server	Performance	None		TIR Missed: No	TIR:	0.00
Metro A Hosting	None	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	
INC000000252951	Chris Nance	Server	Performance	None		TIR Missed: No	TIR:	0.00
Metro A Hosting	Tom Carney	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	
INC000000252953	Jackie McAtee	Server	Performance	None		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.03
INC000000252961	Nicole Kerwood	Application	Error	Utah Electronic Resource and E	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000252962	Kim Torman	Server	Performance	None		TIR Missed: No	TIR:	0.00
Metro A Hosting	Tom Carney	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	
INC000000252968	Rick Little	Application	Error	Internet Explorer		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.39
INC000000252975	Alan Christofferson	None	None	None		TIR Missed: No	TIR:	0.00
Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000252979	Carol Thornhill	Server	None	None		TIR Missed: No	TIR:	0.16
Security	Bart Grant	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.27
INC000000252980	Kamron Dalton	None	None	None		TIR Missed: No	TIR:	0.00
Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000252994	Melissa McBride	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	TIR:	0.00
Help Desk	Eileen Dubach	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000252995	Alan Christofferson	Application	Error	Utah Works		TIR Missed: Yes	TIR:	1.73
Application Support - UWORKS	Eric Strong	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	1.73

Workforce Services

INC000000253003	Kris Bradley	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000253024	Lance Soffe	Telecom	None	None		TIR Missed: No	TIR:	0.15
	Voice Operations	Britany Finlay	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.30
INC000000253037	Gregory Whittaker	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000253043	Gregory Whittaker	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000253046	Gregory Whittaker	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000253047	Randon Lessing	Application	Error	Content Manager		TIR Missed: No	TIR:	0.00
	Rural South Desktop Support	Ryan Bennett	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000253048	Worthy Glover Jr	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000253070	Rick Little	Application	Error	Collection Management System	TIR Missed: No	TIR:	0.04
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.04
INC000000253078	Vivian Olson	Print/Copy/Scan/Fax	None	None		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000253080	Andrew J Wilcox	None	None	None		TIR Missed: No	TIR:	0.04
	Metro D North Desktop Support	Neil Smedley	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.04
INC000000253086	Dusty Burchett	Application	Error	Novell GroupWise 32-bit Window	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.36
INC000000253091	Casey Lance	Application	Error	Novell Messenger		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.19
INC000000253094	Alexis Rodriguez	Application	Error	Adobe Reader		TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Richard Packer	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.82
INC000000253097	Alexis Rodriguez	PC/Laptop	Hardware	None		TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Richard Packer	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.83
INC000000253108	Sariah Roberts	Application	Error	Utah Works		TIR Missed: Yes	TIR:	7.34
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Resolved	TTR Missed: Yes	TTR:	7.34
INC000000253137	Quinten Klingonsmith	Application	None	Novell GroupWise 32-bit Window	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.36
INC000000253140	Leigh Page	Application	Error	State Payroll Time Entry System	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.18

Workforce Services

| INC000000253172 | Julie Clark | Application | Error | Computerized Unemployment B | TIR Missed: No | TIR: | 0.00 |
| Metro A Desktop Support | Rodney Austin | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 3.12 |

| INC000000253176 | Jonathan Lozon | Application | Error | Utah Works Web Site | TIR Missed: No | TIR: | 0.00 |
| Rural South Desktop Support | Lance Nay | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.00 |

| INC000000253179 | Jennifer Lee Nelson | Network | Password | Novell Client for 32-bit Windows | TIR Missed: No | TIR: | 0.00 |
| Metro A Help Desk | Liz Evans | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.00 |

| INC000000253180 | Candace Rockwell | Application | Error | Novell GroupWise 32-bit Windov | TIR Missed: No | TIR: | 0.00 |
| Metro A Desktop Support | Rodney Austin | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 1.64 |

| INC000000253192 | Terry Hansen | Print/Copy/Scan/Fax | Incident | None | TIR Missed: No | TIR: | 0.00 |
| Metro A Help Desk | Ed Conrad | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.14 |

| INC000000253200 | Sherri Kirk | Application | Error | Utah Works | TIR Missed: No | TIR: | 0.00 |
| Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.00 |

| INC000000253202 | Gaylinn Frandsen | PC/Laptop | Hardware | None | TIR Missed: No | TIR: | 0.00 |
| Rural Central Desktop Support | Colin Bodkin | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.39 |

| INC000000253214 | Shelly Ivie | PC/Laptop | Hardware | None | TIR Missed: No | TIR: | 0.00 |
| Rural Central Desktop Support | Colin Bodkin | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.27 |

| INC000000253221 | Laurie Wittwer | Application | Error | Novell GroupWise 32-bit Windov | TIR Missed: No | TIR: | 0.00 |
| Metro A Help Desk | Ed Conrad | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.46 |

| INC000000253236 | Rebecca D Anderson | Application | Error | Novell GroupWise | TIR Missed: No | TIR: | 0.00 |
| Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.00 |

| INC000000253240 | Marina Koker | Application | Error | eFIND/eSHARE | TIR Missed: No | TIR: | 0.00 |
| Metro A Help Desk | Ed Conrad | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.04 |

| INC000000253244 | Scott Johnson | PC/Laptop | Hardware | Microsoft Windows XP Professio | TIR Missed: No | TIR: | 0.00 |
| Rural Central Desktop Support | Rod Montoya | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.07 |

| INC000000253248 | Kelly Johnson | PC/Laptop | Hardware | None | TIR Missed: No | TIR: | 0.00 |
| Rural Central Desktop Support | Rod Montoya | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.04 |

| INC000000253274 | Leeann Glass | Application | Error | Utah Works | TIR Missed: No | TIR: | 0.00 |
| Metro A Help Desk | Ed Conrad | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.26 |

| INC000000253288 | David Ashby | PC/Laptop | Hardware | None | TIR Missed: No | TIR: | 0.39 |
| Metro A Desktop Support | Rodney Austin | Workforce Services | Low | Resolved | TTR Missed: Yes | TTR: | 8.38 |

| INC000000253315 | Mandy Petersen | Application | Error | None | TIR Missed: Yes | TIR: | 1.05 |
| Metro A Desktop Support | Mike Beynon | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 1.05 |

| INC000000253332 | Carmen Bento | Application | Password | Collection Management System | TIR Missed: No | TIR: | 0.00 |
| Metro A Help Desk | Liz Evans | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.12 |

Workforce Services

INC000000253340	Steven Opager	None	None	None		TIR Missed: No	TIR:	0.52
Application Support - UWORKS	Eric Strong	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.52
INC000000253348	Monty Peart	PC/Laptop	Hardware	None		TIR Missed: No	TIR:	0.00
Rural Central Desktop Support	Richard Packer	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.55
INC000000253360	Jacqueline Parker	Application	Error	Utah Works Web Site		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.14
INC000000253362	Jared Henricksen	None	None	None		TIR Missed: No	TIR:	0.00
Rural Central Desktop Support	Paul Petersen	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	1.34
INC000000253382	Candace Rockwell	Application	Error	Microsoft Word		TIR Missed: No	TIR:	0.00
Metro A Desktop Support	Rodney Austin	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	2.42
INC000000253427	Steven Coray	Telecom	Voice Mail	Telephone		TIR Missed: No	TIR:	0.23
Voice Operations	Britany Finlay	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	1.05
INC000000253453	Jaimie Druk	PC/Laptop	Performance	Microsoft Windows XP Professic		TIR Missed: No	TIR:	0.00
Metro A Desktop Support	Rodney Austin	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	4.94
INC000000253484	Joy Holfeltz	None	None	None		TIR Missed: No	TIR:	0.14
Metro D North Desktop Support	Neil Smedley	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.14
INC000000253500	Christian Ulberg	Application	Error	Utah Works		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.11
INC000000253526	Erlinda Anderson	PC/Laptop	Error	None		TIR Missed: No	TIR:	0.00
Metro A Desktop Support	Mike Wilde	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.79
INC000000253532	Timothy Budd	Network	None	None		TIR Missed: No	TIR:	0.00
Metro C Help Desk	Reed Stohel	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.00
INC000000253548	Kim Dinh-Nguyen	Telecom	Voice Mail	Telephone		TIR Missed: No	TIR:	0.19
Voice Operations	Kelly Johnson	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.28
INC000000253552	Sariah Roberts	Application	None	None		TIR Missed: No	TIR:	0.00
Rural South Desktop Support	Joel Finlinson	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.00
INC000000253588	Debbie Olsen	None	None	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.00
Metro D North Desktop Support	Ruston McKay	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.87
INC000000253626	Debbie Torres	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	TIR:	0.00
Help Desk	James Stearns	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.00
INC000000253631	Sharla Anderson	Application	Error	Microsoft Windows XP Professic		TIR Missed: No	TIR:	0.00
Rural South Desktop Support	Joel Finlinson	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.00
INC000000253683	Sharla Anderson	Application	None	Internet Explorer		TIR Missed: No	TIR:	0.00
Rural South Desktop Support	Joel Finlinson	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.00

Workforce Services						

INC000000253689	Tyler Massey	None	None	None		TIR Missed:	Yes	TIR: 1.65
Application Support - PACMIS	Cindy Layton	Workforce Services	Low	Resolved		TTR Missed:	No	TTR: 1.65
INC000000253725	Becky Coats	Application	Reporting	Novell GroupWise		TIR Missed:	No	TIR: 0.93
Metro A Desktop Support	Rodney Austin	Workforce Services	Low	Resolved		TTR Missed:	No	TTR: 3.46
INC000000253729	Toni C Ansel	PC/Laptop	Hardware	Microsoft Windows XP Professic		TIR Missed:	No	TIR: 0.00
Rural Central Desktop Support	Colin Bodkin	Workforce Services	Low	Resolved		TTR Missed:	No	TTR: 0.66
INC000000253744	Heather Sawley	Application	Error	Novell GroupWise		TIR Missed:	No	TIR: 0.02
Metro D North Desktop Support	Neil Smedley	Workforce Services	Low	Resolved		TTR Missed:	No	TTR: 0.02
INC000000253764	Leeann Glass	Application	Error	Content Manager - Centralized I		TIR Missed:	No	TIR: 0.00
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved		TTR Missed:	No	TTR: 0.70
INC000000253765	Andrea Brunyer	PC/Laptop	Hardware	None		TIR Missed:	No	TIR: 0.00
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved		TTR Missed:	No	TTR: 0.13
INC000000253767	Sharon Peake	Print/Copy/Scan/Fax	Queue	None		TIR Missed:	No	TIR: 0.00
Help Desk	Eileen Dubach	Workforce Services	Low	Resolved		TTR Missed:	No	TTR: 0.00
INC000000253770	Art Cox	Application	Error	None		TIR Missed:	No	TIR: 0.06
Application Services	Martin Gonzalez	Workforce Services	Low	Resolved		TTR Missed:	No	TTR: 0.36
INC000000253791	Jill Bingham	Application	Reporting	Utah Works		TIR Missed:	No	TIR: 0.22
Metro A Hosting	Jeff Bartholomew	Workforce Services	Low	Resolved		TTR Missed:	No	TTR: 0.22
INC000000253793	Jana Kano	PC/Laptop	Hardware	None		TIR Missed:	No	TIR: 0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved		TTR Missed:	No	TTR: 0.00
INC000000253804	Pam Larsen	Telecom	Dial Tone	None		TIR Missed:	No	TIR: 0.48
Voice Operations	Gail Christiansen	Workforce Services	Low	Resolved		TTR Missed:	No	TTR: 0.48
INC000000253807	Mary Nay	Application	Error	State Payroll Time Entry Systen		TIR Missed:	No	TIR: 0.00
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved		TTR Missed:	No	TTR: 0.10
INC000000253852	Melanie Nekola	Application	Error	Collection Management System		TIR Missed:	No	TIR: 0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved		TTR Missed:	No	TTR: 0.21
INC000000253856	Rebecca Ntshalintshali	Application	Error	Utah Works		TIR Missed:	No	TIR: 0.11
Application Support - UWORKS	Eric Strong	Workforce Services	Low	Resolved		TTR Missed:	No	TTR: 0.11
INC000000253858	Liz Lobato	Application	Reporting	Novell Client for 32-bit Windows		TIR Missed:	No	TIR: 0.00
Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Resolved		TTR Missed:	No	TTR: 0.19
INC000000253859	Lynette Rasmussen	Mobile Devices	None	BlackBerry Configuration		TIR Missed:	No	TIR: 0.30
Help Desk	Sarah Johnson	Workforce Services	Low	Resolved		TTR Missed:	No	TTR: 0.34
INC000000253861	Heather M Williams	Application	None	Novell GroupWise		TIR Missed:	No	TIR: 0.00
Rural Central Desktop Support	Paul Petersen	Workforce Services	Low	Resolved		TTR Missed:	No	TTR: 0.64

Workforce Services

| INC000000253863 | Darrin Nielsen | Application | Error | Utah Works Web Site | TIR Missed: | No | TIR: | 0.00 |
| | Rural Central Desktop Support | Rod Montoya | Workforce Services | Low | Resolved | TTR Missed: | No | TTR: | 0.17 |

| INC000000253867 | Julie Lay | Application | Error | Novell Client for 32-bit Windows | TIR Missed: | No | TIR: | 0.00 |
| | Rural Central Desktop Support | Rod Montoya | Workforce Services | Low | Resolved | TTR Missed: | No | TTR: | 0.14 |

| INC000000253871 | Tracy Barrera | Application | Error | Novell GroupWise 32-bit Windov | TIR Missed: | No | TIR: | 0.00 |
| | Metro A Help Desk | Ed Conrad | Workforce Services | Low | Resolved | TTR Missed: | No | TTR: | 0.07 |

| INC000000253883 | John Davenport | Application | Error | Computerized Unemployment B | TIR Missed: | No | TIR: | 0.00 |
| | Metro A Desktop Support | Rodney Austin | Workforce Services | Low | Resolved | TTR Missed: | No | TTR: | 1.38 |

| INC000000253887 | Nan Powell | Application | Error | Utah Electronic Resource and E | TIR Missed: | No | TIR: | 0.00 |
| | Metro A Help Desk | Ed Conrad | Workforce Services | Low | Resolved | TTR Missed: | No | TTR: | 0.65 |

| INC000000253890 | Lorenda Kelly | Application | None | Microsoft Windows XP Professic | TIR Missed: | No | TIR: | 0.00 |
| | Rural Central Desktop Support | Richard Packer | Workforce Services | Low | Resolved | TTR Missed: | No | TTR: | 2.31 |

| INC000000253893 | Bradley Stone | Application | None | Microsoft Windows XP Professic | TIR Missed: | No | TIR: | 0.00 |
| | Rural Central Desktop Support | Richard Packer | Workforce Services | Low | Resolved | TTR Missed: | No | TTR: | 2.32 |

| INC000000253909 | Marilyn Draper | Application | Error | None | TIR Missed: | No | TIR: | 0.00 |
| | Metro D North Desktop Support | Kim Ratushniak | Workforce Services | Low | Resolved | TTR Missed: | No | TTR: | 0.00 |

| INC000000253940 | Patricia Torres | Application | None | Microsoft Windows XP Professic | TIR Missed: | No | TIR: | 0.00 |
| | Rural Central Desktop Support | Richard Packer | Workforce Services | Low | Resolved | TTR Missed: | No | TTR: | 2.32 |

| INC000000253947 | Andrea Hayes | Application | Error | Utah Works | TIR Missed: | Yes | TIR: | 2.33 |
| | Application Support - UWORKS | Eric Strong | Workforce Services | Low | Resolved | TTR Missed: | No | TTR: | 2.33 |

| INC000000253958 | Jolyn Bevan | Application | Error | Content Manager - Centralized I | TIR Missed: | No | TIR: | 0.00 |
| | Metro A Help Desk | Ed Conrad | Workforce Services | Low | Resolved | TTR Missed: | No | TTR: | 0.15 |

| INC000000254003 | Maria Berg | Application | Error | Novell Messenger | TIR Missed: | No | TIR: | 0.00 |
| | Capitol Hosting | None | Workforce Services | Low | Resolved | TTR Missed: | No | TTR: | |

| INC000000254014 | Jacob Hartley | Application | Error | Novell Messenger | TIR Missed: | No | TIR: | 0.00 |
| | Capitol Hosting | None | Workforce Services | Low | Resolved | TTR Missed: | No | TTR: | |

| INC000000254015 | Kristine Larson | Application | Reporting | Mozilla Firefox | TIR Missed: | No | TIR: | 0.00 |
| | Metro A Help Desk | Liz Evans | Workforce Services | Low | Resolved | TTR Missed: | No | TTR: | 0.00 |

| INC000000254016 | Jolene Costigan | Application | Error | Novell Messenger | TIR Missed: | No | TIR: | 0.00 |
| | Metro A Help Desk | Ed Conrad | Workforce Services | Low | Resolved | TTR Missed: | No | TTR: | 0.03 |

| INC000000254024 | Valerie Martin | Application | Password | PGP | TIR Missed: | No | TIR: | 0.21 |
| | Metro A Desktop Support | Tracy VanderVaart | Workforce Services | Low | Resolved | TTR Missed: | No | TTR: | 0.80 |

| INC000000254029 | Lindsey Caffall-Davis | Application | None | Novell Messenger | TIR Missed: | No | TIR: | 0.00 |
| | Capitol Hosting | None | Workforce Services | Low | Resolved | TTR Missed: | No | TTR: | |

Workforce Services

INC000000254032	Jolyn Bevan	None	None	None		TIR Missed: No	TIR:	0.00
	Metro B Desktop Support	Gary Graham	Workforce Services	Low	Resolved	TTR Missed: Yes	TTR:	8.05
INC000000254033	Theresa R Wheatley	Application	Reporting	Novell GroupWise		TIR Missed: No	TIR:	0.23
	Metro A Desktop Support	Rodney Austin	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	1.93
INC000000254034	Dorothy Williams	Application	Error	Novell Messenger		TIR Missed: No	TIR:	0.00
	Capitol Hosting	None	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	
INC000000254038	Michael Barrett	Application	Error	Novell Messenger		TIR Missed: No	TIR:	0.00
	Capitol Hosting	None	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	
INC000000254039	Susan Weaver-Levet	Application	Error	Novell Messenger		TIR Missed: No	TIR:	0.00
	Capitol Hosting	None	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	
INC000000254040	Linda Hansen	Application	None	Novell Messenger		TIR Missed: No	TIR:	0.00
	Capitol Hosting	None	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	
INC000000254044	David Whiteside	Application	None	Novell Messenger		TIR Missed: No	TIR:	0.00
	Capitol Hosting	None	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	
INC000000254046	Raylyn Tucker	Application	Error	Novell Messenger		TIR Missed: No	TIR:	0.00
	Capitol Hosting	None	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	
INC000000254047	Piper Leon	Application	None	Novell Messenger		TIR Missed: No	TIR:	0.00
	Capitol Hosting	None	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	
INC000000254049	Kandice Adams-Ayers	Application	None	Novell Messenger		TIR Missed: No	TIR:	0.08
	Capitol Hosting	None	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.08
INC000000254051	Randi Carter	Application	None	Novell Messenger		TIR Missed: No	TIR:	0.00
	Capitol Hosting	None	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	
INC000000254061	Alicia Rodgers	Application	None	Novell Messenger		TIR Missed: No	TIR:	0.00
	Capitol Hosting	None	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	
INC000000254084	Lien Ly	Application	Error	None		TIR Missed: Yes	TIR:	2.65
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	2.65
INC000000254087	Robyn Thomas	Application	None	None		TIR Missed: No	TIR:	0.22
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.37
INC000000254092	LeeAnn Glass	Application	Error	Utah Works		TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.64
INC000000254096	Debbie Zaugg	Application	Reporting	Novell GroupWise		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000254108	Terry MacFarlane	None	None	None		TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.05

Workforce Services

INC000000254110	Marilu Uribe	Application	Error	Content Manager	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.30
INC000000254115	Dorothy Hall	None	None	None	TIR Missed: No	TIR:	0.00
	Metro A Hosting	Tom Carney	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.17
INC000000254116	Terry Demille	Application	Error	Utah Works	TIR Missed: Yes	TIR:	2.06
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	2.06
INC000000254119	Karen Quackenbush	PC/Laptop	Hardware	None	TIR Missed: No	TIR:	0.26
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.75
INC000000254126	Lindsey Johnson	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	
INC000000254130	Candace Rockwell	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	TIR:	0.00
	Metro D Help Desk	Doug Brown	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000254136	Nan Powell	Application	Reporting	Utah Works	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.25
INC000000254137	June Conn-Solomon	Telecom	Voice Mail	None	TIR Missed: No	TIR:	0.12
	Voice Operations	Kelly Johnson	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.21
INC000000254139	Candace Rockwell	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	TIR:	0.00
	Help Desk	Brenda Treadway	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000254147	Carl Moore	PC/Laptop	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.44
INC000000254153	Perry Colette	None	None	Internet Explorer	TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Paul Petersen	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.65
INC000000254166	Nan Powell	Application	Error	Content Manager	TIR Missed: No	TIR:	0.30
	Rural South Desktop Support	Meladye Shively	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.30
INC000000254172	Candace Hunter	Application	Error	None	TIR Missed: No	TIR:	0.20
	Application Support - Web Dev	Chad Thompson	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.20
INC000000254194	Simone Ongoongotau	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000254209	Linda Terry	Application	Error	Collection Management System	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.16
INC000000254241	Sandra Davis	Application	Password	Content Manager	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.13
INC000000254245	Sharon Peake	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	TIR:	0.00
	Help Desk	Vicky Marrelli	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00

Workforce Services

INC000000254269	Janet Butterfield	Application	Error	Microsoft Office		TIR Missed: No	TIR:	0.00
Rural South Desktop Support	Doug Chaston	Workforce Services		Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000254279	Marilu Uribe	Application	Error	eFIND/eSHARE		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Ed Conrad	Workforce Services		Low	Resolved	TTR Missed: No	TTR:	0.66
INC000000254302	Erin Robinson	Network	None	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Ed Conrad	Workforce Services		Low	Resolved	TTR Missed: No	TTR:	0.21
INC000000254303	Lindsey Johnson	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Liz Evans	Workforce Services		Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000254340	Patricia Torres	Application	Error	Novell GroupWise		TIR Missed: No	TIR:	0.00
Rural Central Desktop Support	Richard Packer	Workforce Services		Low	Resolved	TTR Missed: No	TTR:	0.93
INC000000254348	Sandy Terry	Wireless Connectivity	Performance	None		TIR Missed: No	TIR:	0.07
Metro A Desktop Support	Tracy VanderVaart	Workforce Services		Low	Resolved	TTR Missed: No	TTR:	2.38
INC000000254364	Diane Lovell	Application	None	Novell GroupWise		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Liz Evans	Workforce Services		Low	Resolved	TTR Missed: No	TTR:	
INC000000254371	Nan Powell	Application	None	Adobe Flash		TIR Missed: No	TIR:	0.00
Rural South Desktop Support	Meladye Shively	Workforce Services		Low	Resolved	TTR Missed: No	TTR:	0.09
INC000000254382	Roberta Ivankovich	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	TIR:	0.00
Help Desk	Vicky Marrelli	Workforce Services		Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000254409	Judy Mattinson	None	None	None		TIR Missed: No	TIR:	0.00
Operations Production Control	Christie Burnham	Workforce Services		Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000254420	Kathy Martinez	Network	Incident	Microsoft Terminal Server Client		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Liz Evans	Workforce Services		Low	Resolved	TTR Missed: No	TTR:	0.16
INC000000254426	Michael McCluskey	Application	Error	Utah Works		TIR Missed: Yes	TIR:	1.36
Application Support - UWORKS	Eric Strong	Workforce Services		Low	Resolved	TTR Missed: No	TTR:	1.36
INC000000254449	Maria Torres	Application	Error	Microsoft Windows XP Professional		TIR Missed: No	TIR:	0.00
Metro A Desktop Support	Tracy VanderVaart	Workforce Services		Low	Resolved	TTR Missed: No	TTR:	1.25
INC000000254462	Kathy Martinez	PC/Laptop	Error	Microsoft Windows XP Professional		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Ed Conrad	Workforce Services		Low	Resolved	TTR Missed: No	TTR:	0.92
INC000000254467	Susan Quist	None	None	None		TIR Missed: No	TIR:	0.00
Operations Production Control	Christie Burnham	Workforce Services		Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000254468	Susan Quist	None	None	None		TIR Missed: No	TIR:	0.00
Operations Production Control	Christie Burnham	Workforce Services		Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000254469	Susan Quist	None	None	None		TIR Missed: No	TIR:	0.00
Operations Production Control	Christie Burnham	Workforce Services		Low	Resolved	TTR Missed: No	TTR:	0.00

Workforce Services							

INC000000254471	Susan Quist	None	None	None		TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000254476	Nicole Kerwood	Application	Error	None		TIR Missed: No	TIR: 0.78
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.78
INC000000254480	Debra Slotboom	Application	Error	Microsoft Windows XP Professic		TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.64
INC000000254493	Leigh Page	PC/Laptop	Error	Microsoft Windows XP Professic		TIR Missed: No	TIR: 0.00
	Network Operations	Jack Bridwell	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 2.46
INC000000254505	Cindy Adams	None	None	None		TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000254526	Nanette Ward	Application	Error	Microsoft Windows XP Professic		TIR Missed: No	TIR: 0.00
	Metro D North Desktop Support	Neil Smedley	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.05
INC000000254531	Connie Smith	PC/Laptop	None	None		TIR Missed: No	TIR: 0.00
	Rural Central Desktop Support	Richard Packer	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 1.00
INC000000254546	Shelley Roberts	None	None	None		TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000254549	Malida Stram	Network	None	None		TIR Missed: No	TIR: 0.11
	Network Operations	Jack Bridwell	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 1.51
INC000000254554	Amberly Hoang	None	None	None		TIR Missed: No	TIR: 0.28
	Help Desk	Sarah Johnson	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 2.91
INC000000254562	James Borrowman	Telecom	IP	None		TIR Missed: Yes	TIR: 1.85
	Voice Operations	Britany Finlay	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 1.85
INC000000254567	Kris Springer	None	None	None		TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000254571	Kris Springer	None	None	None		TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000254574	Sylvia Weight	None	None	None		TIR Missed: No	TIR: 0.00
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.02
INC000000254601	Koral Vasquez	None	None	None		TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000254602	Nicola Stark	Application	Error	Adobe Flash		TIR Missed: No	TIR: 0.00
	Metro D North Desktop Support	Neil Smedley	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000254603	Verlin Christensen	None	None	None		TIR Missed: No	TIR: 0.00
	Operations Production Control	Duane Hardy	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.00

Workforce Services

INC000000254608	Elaine Jensen	Network	Incident	Microsoft Terminal Server Client	TIR Missed:	No	TIR:	0.00
	Rural South Desktop Support	Jeremy Standifird	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	1.70
INC000000254611	Julie Lay	Application	Error	Microsoft Word	TIR Missed:	No	TIR:	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.08
INC000000254612	Melissa Daymont	PC/Laptop	Hardware	None	TIR Missed:	No	TIR:	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.05
INC000000254614	Christine Mayne	Application	Error	Utah Works	TIR Missed:	Yes	TIR:	10.78
	Application Support - UWORKS	Jeff Pryor	Workforce Services	Low	Resolved	TTR Missed: Yes	TTR:	10.78
INC000000254616	Kathy Martinez	Network	Incident	None	TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	1.02
INC000000254617	Kathy Martinez	None	None	None	TIR Missed:	No	TIR:	0.00
	Network Operations	Brian Chatwin	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000254618	Brooke LaFazia	Application	Error	State Payroll Time Entry System	TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.07
INC000000254627	Janet Howes	Application	Error	Utah Works	TIR Missed:	No	TIR:	0.92
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.92
INC000000254631	Amberly Hoang	PC/Laptop	None	None	TIR Missed:	Yes	TIR:	2.29
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	2.53
INC000000254645	Leyla Escobar	PC/Laptop	Password	Novell Client for 32-bit Windows	TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.30
INC000000254670	Gary Newren	Server	None	None	TIR Missed:	No	TIR:	0.17
	Security	Bart Grant	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.45
INC000000254741	Cassy Hahn	Application	Error	Internet Explorer	TIR Missed:	No	TIR:	0.00
	Metro A Desktop Support	Mike Wilde	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000254743	Susan Pierson	Application	Error	Collection Management System	TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.17
INC000000254746	Cindy Bertagnolli	Application	Error	None	TIR Missed:	No	TIR:	0.25
	Application Support - Content Mana	Mike Beynon	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.25
INC000000254784	Jean Fisher	Application	Error	None	TIR Missed:	Yes	TIR:	8.50
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Resolved	TTR Missed: Yes	TTR:	8.50
INC000000254803	John Shrum	Application	Error	Utah Works	TIR Missed:	Yes	TIR:	1.83
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	1.83
INC000000254825	Connie Smith	Print/Copy/Scan/Fax	Incident	None	TIR Missed:	No	TIR:	0.00
	Rural Central Desktop Support	Richard Packer	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.27

Workforce Services

INC000000254827	Jared Henricksen	Network	None	None	TIR Missed:	No	TIR:	0.00
Rural Central Desktop Support	Paul Petersen	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.80
INC000000254828	Michael McCluskey	Application	Error	None	TIR Missed:	No	TIR:	0.00
Metro A Desktop Support	Nancy Hachmeister	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000254831	Lynn Thomas	Print/Copy/Scan/Fax	Error Code	None	TIR Missed:	No	TIR:	0.00
Metro A Desktop Support	Robert Wall	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.11
INC000000254842	Cookie Chappell	PC/Laptop	Error	None	TIR Missed:	No	TIR:	0.00
Metro A Desktop Support	Nancy Hachmeister	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000254851	Lindsey Mattinson	Application	Error	Utah Works	TIR Missed:	Yes	TIR:	7.73
Application Support - UWORKS	Eric Strong	Workforce Services	Low	Resolved	TTR Missed:	Yes	TTR:	7.73
INC000000254861	Jared Chamberlain	Application	Error	Symantec AntiVirus	TIR Missed:	No	TIR:	0.00
Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.09
INC000000254862	Thomas Ivory	Application	Error	None	TIR Missed:	No	TIR:	0.00
Metro A Desktop Support	Nancy Hachmeister	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000254863	Joe Edman	Print/Copy/Scan/Fax	Incident	Microsoft Windows XP Professic	TIR Missed:	No	TIR:	0.00
Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.06
INC000000254885	Marcel Larsen Jones	Application	Error	None	TIR Missed:	No	TIR:	0.00
Metro A Desktop Support	Nancy Hachmeister	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000254897	Tyler Montgomery	None	None	None	TIR Missed:	No	TIR:	0.00
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000254922	Laura Carter	Application	Error	State Payroll Time Entry System	TIR Missed:	No	TIR:	0.00
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.05
INC000000255102	Joanne Olson	Application	Password	Utah Electronic Resource and E	TIR Missed:	No	TIR:	0.12
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.12
INC000000255105	Terry MacFarlane	PC/Laptop	Password	None	TIR Missed:	No	TIR:	0.25
Metro A Desktop Support	Rodney Austin	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.60
INC000000255108	Michelle Phillips	Network	Password	Novell Client for 32-bit Windows	TIR Missed:	No	TIR:	0.00
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000255126	Greg Gardner	None	None	None	TIR Missed:	No	TIR:	0.00
Metro A Desktop Support	Robert Wall	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	1.14
INC000000255128	Kandice Adams-Ayers	Remote Connectivity	Password	Novell Client for 32-bit Windows	TIR Missed:	No	TIR:	0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000255143	Jenny Sweetland	Application	Reporting	Avaya IP Softphone	TIR Missed:	No	TIR:	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.10

Workforce Services

INC000000255148	Gilda Castillo	None	None	Novell Messenger		TIR Missed: No	TIR:	0.00
	Metro D North Desktop Support	Ruston McKay	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	
INC000000255151	Barbara Andersen	None	None	Novell Messenger		TIR Missed: No	TIR:	0.00
	Metro D North Desktop Support	Ruston McKay	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	
INC000000255153	Marc Wilson	Application	Error	None		TIR Missed: No	TIR:	0.00
	Help Desk	Vicky Marrelli	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.30
INC000000255158	Maria Torres	None	None	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.00
	Metro D North Desktop Support	Ruston McKay	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	
INC000000255161	Sheila Sarten	Application	Reporting	Novell GroupWise		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000255167	Maryana Valles	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	TIR:	0.00
	Help Desk	James Stearns	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000255169	Mary Sue McMillan-Wong	Application	Error	Collection Management System		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.35
INC000000255202	Ralph Laub	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Jay Barfuss	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.03
INC000000255208	Heidi Torres	Network	Incident	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.02
	Metro A Desktop Support	Mike Beynon	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.02
INC000000255214	CindaLee Hall	Application	Reporting	Mozilla Firefox		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000255238	Cindy Bertagnolli	Network	Incident	None		TIR Missed: No	TIR:	0.02
	Metro A Desktop Support	Mike Beynon	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.02
INC000000255258	Maria Torres	Application	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.09
INC000000255259	Tom Woodland	None	None	None		TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Resolved	TTR Missed: Yes	TTR:	6.08
INC000000255260	Nicole King	Telecom	Dial Tone	Telephone		TIR Missed: No	TIR:	0.14
	Voice Operations	Annette Nielsen	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.15
INC000000255263	Crecia Baker	Application	Error	None		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.15
INC000000255290	Curt Stewart	Application	Error	Novell GroupWise		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000255374	Sandy Flores	Network	Error	None		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.13

Workforce Services

INC000000255388	LeeAnn Glass	Application	Reporting	Utah Works		TIR Missed: No	TIR:	0.03
Metro A Desktop Support	Rodney Austin	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	1.53

INC000000255396	Jon Brewer	None	None	None		TIR Missed: No	TIR:	0.00
Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00

INC000000255401	Matthew Larson	None	None	None		TIR Missed: No	TIR:	0.00
Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00

INC000000255413	Dana Parke	Remote Connectivity	Password	None		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00

INC000000255420	Becky Chambers	Application	Error	Utah Works		TIR Missed: Yes	TIR:	6.77
Application Support - UWORKS	Eric Strong	Workforce Services	Low	Resolved	TTR Missed: Yes	TTR:	6.77

INC000000255421	Jackie Williams	None	None	None		TIR Missed: Yes	TIR:	4.16
Application Support - UWORKS	Eric Strong	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	4.16

INC000000255422	LeAnn Hatfield	None	None	None		TIR Missed: No	TIR:	0.00
Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00

INC000000255439	Linetta Moyes	PC/Laptop	Error	None		TIR Missed: Yes	TIR:	1.19
Metro A Desktop Support	Rodney Austin	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	2.00

INC000000255444	Greg Gardner	Mobile Devices	Error	iPhone		TIR Missed: No	TIR:	0.10
Application Services	Danielle Hood	Workforce Services	Medium	Resolved	TTR Missed: Yes	TTR:	4.14

INC000000255474	Bradley Carroll	Application	None	Microsoft Windows XP Professic		TIR Missed: No	TIR:	0.00
Rural Central Desktop Support	Paul Petersen	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	2.45

INC000000255477	Dale Ownby	None	None	None		TIR Missed: No	TIR:	0.00
Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00

INC000000255492	Stacy Neal	Telecom	Feature	None		TIR Missed: No	TIR:	0.00
Help Desk	Vicky Marrelli	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.16

INC000000255496	Alana Boscan	Application	Error	Computerized Unemployment B		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.04

INC000000255503	Kevin Burt	None	None	None		TIR Missed: No	TIR:	0.00
Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00

INC000000255504	Kevin Burt	None	None	None		TIR Missed: No	TIR:	0.00
Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00

INC000000255505	Kevin Burt	None	None	None		TIR Missed: No	TIR:	0.00
Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00

INC000000255520	Melissa McBride	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	TIR:	0.00
Help Desk	Brenda Treadway	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00

Workforce Services

INC000000255557	Diane Lovell	Telecom	None	None		TIR Missed:	Yes	TIR:	2.50
Application Services		Danielle Hood	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	2.66
INC000000255559	Veronica M Valadez	Application	Error	Content Manager		TIR Missed:	No	TIR:	0.53
Application Support - Content Man		Randall Ottesen	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	1.11
INC000000255560	Greg Paras	None	None	None		TIR Missed:	No	TIR:	0.00
Operations Production Control		Christie Burnham	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000255572	Matthew Larson	None	None	None		TIR Missed:	No	TIR:	0.00
Operations Production Control		Christie Burnham	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000255573	Matthew Larson	None	None	None		TIR Missed:	No	TIR:	0.00
Operations Production Control		Christie Burnham	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000255580	Tyler Montgomery	Application	Error	Utah Works		TIR Missed:	No	TIR:	0.00
Metro A Help Desk		Ed Conrad	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.16
INC000000255607	Matthew Larson	None	None	None		TIR Missed:	No	TIR:	0.00
Operations Production Control		Christie Burnham	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000255612	Dean Dickerson	None	None	None		TIR Missed:	No	TIR:	0.00
Rural Central Desktop Support		Jeremy Standifird	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000255615	Jacquelyn Harris	Application	Error	Utah Works		TIR Missed:	No	TIR:	0.00
Metro A Desktop Support		Mike Wilde	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	4.42
INC000000255623	Richard Donegan	Application	Error	DWS Capture		TIR Missed:	Yes	TIR:	0.00
Rural Central Desktop Support		Jeremy Standifird	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000255628	Matthew Larson	None	None	None		TIR Missed:	No	TIR:	0.00
Operations Production Control		Christie Burnham	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000255635	Heidi Lemon	Application	Error	Utah Works		TIR Missed:	No	TIR:	0.00
Metro D North Desktop Support		Neil Smedley	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	2.08
INC000000255637	Matthew Larson	None	None	None		TIR Missed:	No	TIR:	0.00
Operations Production Control		Christie Burnham	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000255640	Matthew Larson	None	None	None		TIR Missed:	No	TIR:	0.00
Operations Production Control		Christie Burnham	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000255651	Carilee B Wilson	Application	Error	Utah Works		TIR Missed:	Yes	TIR:	1.08
Application Support - UWORKS		Eric Strong	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	1.08
INC000000255658	Colleen Gearheart	Application	Error	BMI		TIR Missed:	No	TIR:	0.00
Metro A Desktop Support		Tracy VanderVaart	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.46
INC000000255663	Matthew Larson	None	None	None		TIR Missed:	No	TIR:	0.00
Operations Production Control		Christie Burnham	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.00

Workforce Services

INC000000255664	Kathy Wendel	Application	Error	State Payroll Time Entry System	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	2.25
INC000000255665	Matthew Larson	None	None	None	TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000255668	Sumiko Anderson	Application	Error	Novell GroupWise 32-bit Window	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.10
INC000000255673	Jill Navidomskis	None	None	None	TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Rodney Austin	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.03
INC000000255677	Debbie Zaugg	Application	Error	Utah Works	TIR Missed: No	TIR:	0.00
	Metro D North Desktop Support	Neil Smedley	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	1.81
INC000000255687	Linda Harris	Application	Error	Utah Master Directory	TIR Missed: No	TIR:	0.00
	Help Desk	Vicky Marrelli	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	1.27
INC000000255704	John Cone	Application	Error	Microsoft Windows XP Professic	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	1.71
INC000000255718	Janet Cole	Application	Reporting	Novell Messenger	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000255728	Laurel Morris	Application	Error	Adobe Flash	TIR Missed: No	TIR:	0.27
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.29
INC000000255736	Heidi Torres	Application	Error	Kofax ImageControls	TIR Missed: No	TIR:	0.20
	Application Support - Content Mana	Randall Ottesen	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.20
INC000000255737	Jackie McAtee	Application	Reporting	Collection Management System	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000255738	Linda Lundberg	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000255741	Lori Fox-Bush	PC/Laptop	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000255752	Jodie Jackson	Application	Password	Utah Master Directory	TIR Missed: No	TIR:	0.14
	Help Desk	Brenda Treadway	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.28
INC000000255754	Janet Cole	Application	Error	Novell Messenger	TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Richard Packer	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.28
INC000000255780	Donna Ferrozzo	PC/Laptop	Performance	None	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.06
INC000000255786	Stephen Lisonbee	None	None	None	TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00

Workforce Services

INC000000255795	Linda Harris	Application	Password	Novell GroupWise		TIR Missed: No	TIR:	0.03
Metro B Help Desk	Val Shepherd	Workforce Services		Low	Resolved	TTR Missed: No	TTR:	0.03
INC000000255815	Evelyn Gonzales	Application	Error	Internet Explorer		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services		Low	Resolved	TTR Missed: No	TTR:	0.16
INC000000255877	Garth Anderson	Server	None	Utah Works		TIR Missed: No	TIR:	0.00
Metro A Hosting	None	Workforce Services		Low	Resolved	TTR Missed: No	TTR:	
INC000000255898	Lyle Ward	None	None	None		TIR Missed: No	TIR:	0.00
Metro D North Desktop Support	Ruston McKay	Workforce Services		Low	Resolved	TTR Missed: No	TTR:	0.89
INC000000255900	Kathy Hart	None	None	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.00
Metro D North Desktop Support	Ruston McKay	Workforce Services		Low	Resolved	TTR Missed: No	TTR:	0.87
INC000000255939	Jonathan Mathews	Application	Password	Utah Electronic Resource and E		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Ed Conrad	Workforce Services		Low	Resolved	TTR Missed: No	TTR:	0.17
INC000000256020	Rebecca D Anderson	PC/Laptop	Performance	None		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services		Low	Resolved	TTR Missed: No	TTR:	0.00